



Quality Education for the Real World

GRE TSA UNIVERSITY - THIKA

UNIVERSITY EXAMINATIONS JANUARY- APRIL 2025 SEMESTER

DIPLOMA IN BUSINESS MANAGEMENT

COURSE CODE: DBHR 031

COURSE TITLE: PERSONELL PROCUREMENT

DATE:

TIME:

INSTRUCTIONS TO CANDIDATES

1. SECTION A IS **COMPULSORY**.
2. SECTION B: ANSWER ANY OTHER **TWO** QUESTIONS.
3. **DO NOT** WRITE ANYTHING ON THIS QUESTION PAPER AS IT WILL BE AN EXAM IRREGULARITY.
4. ALL ROUGH WORK SHOULD BE AT THE BACK OF YOUR ANSWER BOOKLET AND CROSSED OUT.

CAUTION: *All exam rooms are under CCTV surveillance during the examination period.*

SECTION A: COMPULSORY

QUESTION ONE

- a) Discuss the significance of employee retention in ensuring organizational growth and sustainability. **[8 Marks]**
- b) Identify and explain diversity-focused strategies that organizations can use in their hiring processes. **[7 Marks]**
- c) Recommend best practices that organizations should implement to enhance workforce stability. **[5 Marks]**
- d) Managers operate at different levels within an organization, each performing distinct functions. Explain any five key functions of management. **[10 Marks]**

SECTION B: ANSWER ANY TWO QUESTIONS

QUESTION TWO

- a) Explain the five stages of personnel recruitment and selection. **[10 Marks]**
- b) Organizations have a structured hierarchy that defines managerial responsibilities. Describe the three main levels of management and their roles **[10 Marks]**

QUESTION THREE

- a) Compare and contrast internal recruitment and external recruitment, highlighting their advantages and disadvantages. **[10 Marks]**
- b) Human Resource Management is integral to an organization's success. Explain five key responsibilities of a Human Resource Manager. **[10 Marks]**

QUESTION FOUR

- a) Newly hired employees undergo onboarding programs to help them integrate into the organization. Discuss the importance and components of induction and orientation programs. **[10 Marks]**
- b) Succession planning is crucial for leadership continuity. Explain three essential elements of an effective succession planning process. **[10 Marks]**

QUESTION FIVE

- a) Retaining high-performing employees is essential for sustaining a company's competitive advantage.
 - i) Define competitive edge. **[2 Marks]**
 - ii) Explain any **five** effective retention strategies. **[10 Marks]**
- b) Identify and describe five essential management skills required for successful employee retention. **[8 Marks]**