



MACHAKOS UNIVERSITY COLLEGE

**(A Constituent College of Kenyatta University)
University Examinations for 2015/2016 Academic Year**

SCHOOL OF BUSINESS AND ECONOMICS

**DEPARTMENT OF BUSINESS ENTREPRENEURSHIP AND MANAGEMENT
SCIENCES**

**FIRST SEMESTER EXAMINATION FOR DIPLOMA IN HUMAN RESOURCE
MANAGEMENT**

BBA 042: PERSONNEL POLICIES

Date: 4/12/2015

Time: 2 HOURS

INSTRUCTIONS

Question One is Compulsory and Any Other Two Questions

QUESTION ONE (30 MARKS)

- a) What are personnel policies (2 marks)
- b) Highlight the three stages involved in the development of human resource management function (3 marks)
- c) Give four economic factors to be considered in the development of personnel policies (4 marks)
- d) Highlight four importance's of man power planning. (4 marks)
- e) Explain four factors to be considered when designing a basic compensation structure (8 marks)
- f) Mention four ways through which separation can occur in an organization (4 marks)
- g) Give five ways of handling grievance in an organization (5 marks)

QUESTION TWO (20 Marks)

- a) Outline five ways through which human resource policies may be communicated to employee in an organization (10 marks)
- b) Highlight five ways through which human resource manager may ensure retention of employees in an organization. (10 marks)

QUESTION THREE (20 MARKS)

- a) Many organizations in Kenya have created personnel policies that govern their relations with employees. Discuss the five significances of such policies. (10 marks)
- b) Explain five drawbacks of keeping employee records in computer systems. (10 marks)

QUESTION FOUR (20 MARKS)

- a) Explain the following terms:
 - (i) Job enlargement (6 marks)
 - (ii) Job enrichment
- b) Outline four benefits of job rotation to the employees (4 marks)
- c) Distinguish between base compensation and supplementary compensation. (4 marks)
- d) Discuss any THREE essentials of a good wage and salary structure. (6 marks)

QUESTION FIVE (20 Marks)

- a) Highlight five strategies available to the management in dealing with poor performance in the organization (10 marks)
- b) What are the indicators of:
 - i) Poor morale in a group (5 marks)
 - ii) High morale among employees (5 marks)

QUESTION SIX (20 MARKS)

- a) Explain the importance of human resource management function (10 marks)
- b) Explain five importances of human resource management department to an organization. (10 marks)

QUESTION SEVEN (20 Marks)

- a) Explain five ways in which a personnel manager can cope with the challenges associated with HIV and AIDS among employees in an organization (10 marks)
- b) Highlight five reasons that may make human resource manager regulate the use of mobile phones by employees in an organization. (10 marks)