

DEPARTMENT OF BUSINESS ADMINISTRATION
COURSE CODE: BUS 311 HUMAN RESOURCES MANAGEMENT
1ST SEMESTER EXAMINATION SESSION: 2019/2020
TIME: 1:30 minutes.

SECTION A

INSTRUCTION: Answer all the questions from this question.

1. Mention the most popular methods used in the performance appraisal process (only 5 points needed)
2. Enumerate the purpose of performance appraisal methods. (Only 5 points needed)
3. List the principles that mitigate the problems of creation of staff functions
4. List the four main basic management approaches and attitudes towards employees
5. What are the advantages of Line organization?
6. Mention the operative functions of HRM
7. List the principles governing the assignment of responsibilities.

SECTION B

INSTRUCTION: Answer one question.

- 1 (a) Briefly explain a formal leader
(b) Explain self-understanding as one of the leadership competencies. (5 marks for each question)
- 2 (a) Explain the term empowerment
(b) Briefly explain the term vision. (5 marks for each question)

INSTRUCTION: Answer all the questions from this section (one mark each).

1. Human Resources management is defined as _____
2. Valuable assets in organization include _____, _____ and _____
3. Managerial functions of a manager includes
4. The operative functions of a manager includes
5. Integration involves
6. Delegation of authority means
7. Democratic principles are principles that _____
8. Training is _____
9. Training needs arises from
10. Explain On-the-job training
11. Off-the-job training means
12. Training needs means
13. Two advantages of training
14. Development refers to
15. Development of employees aim at
16. Mentoring as one of the development method means
17. Explain Vestibule as one of the training method
18. Motivation refers to
19. Maslow's Physiological needs includes
20. Motivational factors includes
21. Hygiene factors includes
22. Discipline in organization means
23. Organizational discipline arises out of the need for management to _____
24. Corrective discipline is an action that follows _____
25. Discipline should follow the " Hot Stove " rule by adopting _____, _____ and _____