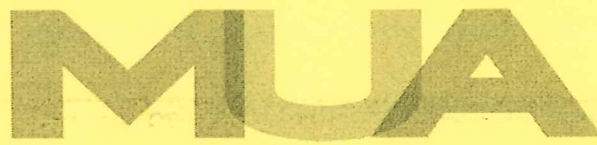


The
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UNDERGRADUATE UNIVERSITY EXAMINATIONS

SCHOOL OF MANAGEMENT AND LEADERSHIP

**DEGREE OF BACHELOR OF MANAGEMENT AND
LEADERSHIP/ BACHELOR OF ARTS IN DEVELOPMENT
STUDIES/ BACHELOR OF COMMERCE/ BACHELOR OF
EDUCATION ARTS**

BML 105/BCM 213/BDS 303/HRM 332: HUMAN RESOURCE MANAGEMENT

DATE:

27TH NOVEMBER 2023

DURATION: 2 HOURS

MAXIMUM MARKS: 70

INSTRUCTIONS:

1. Write your registration number on the answer booklet.
2. **DO NOT** write on this question paper.
3. This paper contains **SIX (6)** questions.
4. Question **ONE** is compulsory.
5. Answer any other **THREE** questions.
6. Question **ONE** carries **25 MARKS** and the rest carry **15 MARKS** each.
7. Write all your answers in the Examination answer booklet provided.

QUESTION ONE

Read the Case Study below carefully and, answer the questions that follow:

BRIGHTECH SOLUTIONS LTD.

Brightech Solutions Ltd. is a fictitious technology company based in Kenya. It specializes in developing innovative software solutions for businesses across various industries. As the company continues to grow, its Human Resources department plays a critical role in ensuring the effective resourcing of employees and designing job roles that align with the company's goals and objectives.

Employee resourcing aims to attract, select, and onboard the right individuals with the necessary skills and competencies to meet the organization's needs. At Brightech Solutions, the HR department focuses on recruiting highly qualified professionals who can contribute to the company's growth and maintain its reputation for delivering high-quality software solutions.

The systematic approach to recruitment is followed at Brightech Solutions to ensure a well-structured and efficient hiring process. This approach includes analyzing the job requirements, sourcing potential candidates through various methods such as job advertisements, recruitment agencies, and employee referrals, conducting thorough interviews, and assessing candidates' suitability for the roles.

Brightech Solutions utilizes a variety of recruitment methods and candidate sources. This includes posting job vacancies on online job portals and social media platforms, participating in career fairs and industry events, and building relationships with universities and technical institutes to attract fresh talent. Additionally, employee referrals and networking are encouraged to tap into existing employees' networks and attract candidates who are a good fit for the company's culture.

The systematic approach to selection is vital in ensuring that the most qualified candidates are chosen for available positions. At Brightech Solutions, this involves conducting structured interviews, administering skill assessments and tests, and performing background checks and reference verifications. This approach allows the company to make informed decisions based on candidates' abilities and potential to contribute to the organization.

Job analysis and design are essential processes at Brightech Solutions. Job analysis involves examining and documenting the duties, responsibilities, and requirements of each job role within the organization. This information helps in creating accurate job descriptions and specifications. Job design, on the other hand, focuses on organizing tasks and responsibilities to enhance productivity, efficiency, and employee satisfaction. It also ensures that job roles are aligned with the company's strategic objectives and provide opportunities for growth and development.

Required

- a) Explain five aims employee resourcing in the context of Brightech Solutions Ltd. (5 Marks)
- b) Discuss five importance job analysis for Brightech Solutions in creating accurate job descriptions and specifications. (10 Marks)
- c) Evaluate the different recruitment methods that Brightech Solutions can utilize to attract a diverse pool of qualified candidates. (5 Marks)
- d) Elucidate five importance of systematic approach to selection process at Brightech Solutions. (5 Marks)

QUESTION TWO

- a) Outline five key pieces of information that are gathered during the process of job analysis. (5 Marks)
- b) Identify and elaborate on five critical areas within contemporary organizations where policies play a crucial role. (10 Marks)

QUESTION THREE

- a) Explain five challenges pertaining to Human Resources that arise from the demographics and diversity of the workforce. (10 Marks)
- b) Assess the significance of human resource planning and benefits associated with it. (5 Marks)

QUESTION FOUR

- a) Examine five that can factors influencing effective job design. (5 Marks)
- b) Illustrate the four primary responsibilities of an HR Manager in a company, supported by appropriate examples. (10Marks)

QUESTION FIVE

- a) Discuss five obstacles encountered in the process of human resource planning. (10 Marks)
- b) Justify five significances of conducting a training needs analysis. (5 Marks)

QUESTION SIX

- a) State and explain five factors within the labor market that impact the determination of compensation. (10 Marks)
- b) Describe five limitations of job evaluation. (5 Marks)