

**CHUKA**



**UNIVERSITY**

**UNIVERSITY EXAMINATIONS**

**SECOND YEAR EXAMINATION FOR MASTER OF SCIENCE (NURSING)**

**NULM 843: HUMAN RESOURCE MANAGEMENT**

**STREAMS: MSc Nursing (Y2 S2)**

**TIME: 3 HOURS**

**DAY/DATE: TUESDAY 13 /07/ 2021**

**8.30 AM – 10.30 AM**

**INSTRUCTIONS:**

- Do not write anything on the question paper.
- Mobile phones and any other reference materials are **NOT** allowed in the examination room.
- The paper has five (5) questions. **ALL** the questions are compulsory
- Number **ALL** your answers and indicate the order of appearance in the space provided in the cover page of the examination answer booklet.

**QUESTION ONE**

Human resource management refers to activities that managers engage in to attract and retain employees and to ensure that they perform at high level so as to contribute to the accomplishment of organizational goals

- a) Explain five (5) roles of human resource managers [10 marks]
- b) Describe five (5) external factors that influence human resource management in a health care organization [10 marks]

**QUESTION TWO**

Management -Labor relations involves interactions between the employer and the employees, as represented by labor unions. It is the responsibility of the human resource department to ensure that there is an effective working relationship with the labor unions that represent their employees' interests

- a) Explain five (5) types of collective bargaining [10 marks]
- b) Describe the collective bargaining process [10 marks]

**QUESTION THREE**

According to international labor laws, fair employment practice requires that employment decisions should be based on performance appraisal. This should be carried out annually also as a basis of providing performance feedback to the staff.

- a) Outline six(6) uses of performance appraisal [ 6 marks]
- b) Describe the performance appraisal process [14 marks]

**QUESTION FOUR**

Enhancing staff performance with specific learning activities does not only enable the staff to develop their full potential but also helps the organization increase/improve on its outputs. The process starts with training needs assessment.

- a) Explain five(5) methods that can be used in conducting a training needs assessment [10 marks]
- b) Describe four (4) types of training giving an example of each [10 marks]

**QUESTION FIVE**

Staffing process involves filling and keeping filled positions as provided for by the organizational structure. It commences with recruitment and end with scheduling

- a) Explain five(5) factors you would bear in mind when developing a Staffing schedule [10 marks]
- b) Describe five(5) components of a job description [10 marks]

