UGANDA INSTITUTE OF INFORMATION AND COMMUNICATIONS TECHNOLOGY
END OF SEMESTER I EXAMINATION ACADEMIC YEAR 2024/2025

DEPARTMENT	**:**	**MANAGEMENT**
YEAR OF STUDY	**:**	**ONE**
PROGRAM	**:**	**DBA, PLM & DAF**
COURSE	**:**	**HUMAN RESOURCE MANAGEMENT**
COURSE CODE	**:**	**BAD 1103**
DATE	**:**	**MONDAY 16TH DECEMBER, 2024**
TIME	**:**	**14:00-17:00 HOURS**
DURATION	**:**	**3 HOURS**

INSTRUCTIONS:

i. This paper consists of **TWO** sections, **SECTION A & B**
ii. Answer **FOUR (4)** Questions in all.
iii. Section A is **COMPULSORY**, Answer any **THREE** questions from **Section B**
iv. Credit will be given for the use of relevant examples and illustrations.
v. Mobile phones are **NOT** allowed in the exam room.
vi. **DO NOT** write anything on this question paper, rough work should be done in the answer booklet and cancelled through.
vii. Start a new number on a new fresh page.

SECTION A (THIS SECTION IS COMPULSORY)

Question One

a) Attempt all multiple answer questions

1. The human resource management functions aim at _____.

(a) Ensuring that the human resources possess adequate capital, tool, equipment and material to perform the job successfully
(b) Helping the organization deal with its employees in different stages of employment
(c) Improving an organization's creditworthiness among financial institutions
(d) None of the above

2. Human resource planning involves the following except _____
(a) Training and development
(b) Recruitment
(c) Selection
(d) All the above

3. 'Human Resource Management' is process of
(a) Acquiring Employees
(b) Training Employees
(c) Appraising and Compensating Employees
(d) all of above

4. Which of the following is odd man out?
(a) Human resource planning.
(b) Recruitment & selection
(c) Performance Management.
(d) Employee Relations.

5. If HR manager defines authority and communication channels for employees, he is performing
(a) staffing function
(b) organizing function
(c) leading function
(d) controlling function

6. Which of the following is a process of managing human talents to achieve organization's objective"?
(a) Training and development
(b) Human resource management
(c) Human Capital development
(d) Leading & controlling

7. Human resource planning is one of the HR processes that includes these except_____
(a) Recruitment & Selection,
(b) Training & development,
(c) Layoff,
(d) Performance Management.

8. All are the components of Human Resource Development except_____,
(a) Performance appraisals
(b) Career planning and development
(c) Change management
(d) Job evaluation and analysis

9. Which of the following is not a major objective of orientation are to;
(a) Gain employee commitment,
(b) Reduce his or her anxiety,
(c) Providing basic information about working
(d) Convey job and organization expectations

10. State four techniques of selection
1 _____
2 _____
3 _____
4 _____

b) Provide short answers for the following items

i) State any two advantages of internal recruitment **(02 marks)**
ii) What is selection as used in human resource management? **(02 marks)**
iii) Mention any two factors of motivating an employee in an organization **(02 marks)**
iv) Define the term cultural diversity as used in human resources management **(02 marks)**
v) Give any two steps taken in grievance handling process **(02 marks)**
vi) Highlight any four health and safety measures adopted by HR for employes in an organization **(04 marks)**
vii) State any three types of performance appraisal used in work places **(03 marks)**
viii) Outline any three benefits of human resource planning **(03 marks)**

SECTION B (ATTEMPT ANY 3 QUESTIONS FROM SECTION B)

Question Two

As someone who has just studied HRM at UICT, how would you;

a) Differentiate between training and development. **(02 marks)**
b) Explain at least any five (5) importance of training and development to any organization best known to you **(10 marks)**

Describe the steps of the training process **(08 marks)**

Question Three

Motivation is one method used by the HR department in order to retain employees in organizations. From this;

a) Explain the Maslow's hierarchy of needs theory of motivation in enabling HR managers to retain employees. **(10 marks)**
b) Discuss any **five** reasons why managers to motivate their employees. (**10 marks**)

Question Four

a) With examples distinguish between recruitment and selection **(04 marks)**
b) Explain any six (6) factors that affect the recruitment process **(06 marks)**
c) Describe the any five advantages of external recruitment **(10 marks)**

Question Five

"Failing to establish and implement good health, safety & environmental policies and procedures could be an expensive or a costly mistake to an organization".

a) Explain the various costs that can result from such a mistake. **(08 marks)**
b) Give at least six (6) health and safety strategies or programmes an organization can put in place to minimize or avoid such costs? **(12 marks)**

Question Six

a) Discuss the reasons why organizations in Uganda today need to consider Reward management as one of the crucial HRM programmes. **(10 marks)**

b) What elements would you consider for a full compensation and benefit package for an Institution like UICT? **(10 marks)**

Question Seven

People in work organisations set overall strategies and goals, design work systems, produce goods and services, monitor quality, allocate financial resources, and market products or services. Human beings, therefore, become "human capital" or "human resources" (refers to the traits that people bring to the workplace) by virtue of the roles they assume in the organisation. Hence, the contribution of HR to the organization is typically variable and there is a need to manage people in the workplace through HRM. In view of this;

a) Describe any **five** functional areas of Human Resource Management. (**10 marks**)

b) Explain any **five** challenges of HRM today as it is practiced in organisations. (**10 marks**)

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