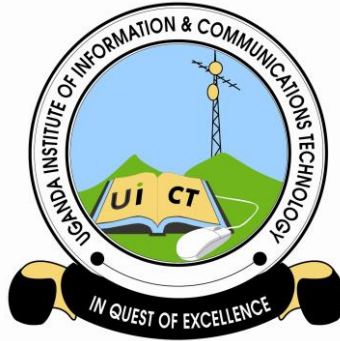




**UGANDA INSTITUTE OF INFORMATION AND COMMUNICATIONS TECHNOLOGY
END OF SEMESTER I EXAMINATION ACADEMIC YEAR 2024/2025**

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.

INSTRUCTION: ANSWER FOUR QUESTION ONE IS COMPULSORY

1. Scenario:

At XYZ Manufacturing Ltd, the company has been experiencing a significant increase in labor turnover over the past six months. Many employees, particularly in the production department, have been leaving the organization for new jobs. Some employees have cited dissatisfaction with management, while others have mentioned feeling overworked due to increased production targets. A few employees also mentioned better compensation and benefits packages offered by competitors. Additionally, several new hires have left after just a few weeks, mentioning poor onboarding processes and lack of job clarity.

Based on the scenario, identify and explain the key causes of labor turnover at XYZ Manufacturing Ltd. What strategies would you recommend the company adopt to reduce turnover and improve employee retention (15 Marks)

2. Human resource management is a sector of Human Resource that oversees other departments. Explain clearly the functions of the Human Resource department. (15 Marks)
3. a) What does the term Human resource planning mean? (3 Marks)
b) As a person who has studied Human Resources management, what actions can you take in case there is surplus Human Resource in an organization? (12 Marks)
4. a) Differentiate between the on- job training and in – house training. (3 Marks)
b) Explain the internal and external factors affecting employee compensation in any organization in Uganda (12 Marks)

5. Why is performance appraisal an important tool in the modern organization today.(15 Marks)
6. a) With relevant examples, explain the factors that can affect the recruitment of new employees in an organization.(8 Marks)
- b) You have been asked by your Head of department to organize an induction program in your organization. What important things would you include on the program? (7 Marks)
7. Explain the five categories of needs as believed by Abraham Maslow (1980) in the popular Maslows' hierarchy of needs theory. (15 Marks)

END