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CHRISTIAN SERVICE UNIVERSITY COLLEGE

KUMASI

CSUC SCHOOL OF BUSINESS

DEPARTMENT OF MANAGEMENT AND GENERAL STUDIES

BACHELOR OF BUSINESS ADMINISTRATION

End of First Semester Examinations, 2020/2021 Academic Year

Level 200

Regular/Weekend School

CSBH 259: HUMAN RESOURCE MANAGEMENT

January 2022

Section B

TIME ALLOWED: 1HR 10mins

INSTRUCTIONS TO CANDIDATES:

- Answer any **two (2)** questions from this section.

Examiner: Isaac Ampong

Q1. (a) Suppose the standard time for completing a task is 8 hours, the number of units to be completed is 16 and the hourly rate is Gh40. Nana Poku completed producing the 16 units in 6 hours. The minimum premium is 33.33 per cent of the time saved. Calculate the bonus earned by Nana Poku using the Halsey Premium Plan

(15 marks)

Q2. Explain any five (5) factors which affect Human Resource Planning

(15marks)

Q3. Mention and explain any five (5) functions of Human Resource Management

(15marks)

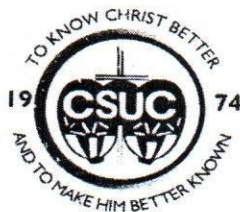
Q4. Mention and explain any five (5) factors which influence wage fixation.

(15marks)

Q5. A sound disciplinary action procedure is required in every organisation to ensure that the employees stick to the rules and regulations.

As HR student you have been task to mention and explain any five (5) basic ingredient of a sound disciplinary system.

(15marks)



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**CSBG 259: HUMAN RESOURCE
MANAGEMENT**

January 2022 Section A

TIME: 2HRS

General Instructions:

- Answer **all questions** in Section A and any two (2) questions from Section B.
- Circle the correct answer from Q1 to Q60
- Each question carries $\frac{1}{2}$ **mark** in section A

- Answer any two (2) questions from Section B.

Examiner: Isaac Ampong

1. As per the human resources approach, employees are to an organisation.

- Capital
- Expense
- Skill-sets
- Assets

2. is the process of acquiring, training, appraising and compensating employee, attending to the labour relation, health and safety and fairness concerns.

- Labour relation
- Organisation behavior
- Human Resource Management
- Organisation health and safety management

3. It has being considered as compliance checking body, human resource managers are now being considered as to the organisation.

- Strategic partners
- Key functional units
- Operational resources
- Controllers and auditors

4. Managing means establishing a heterogeneous workforce to perform to its potential in an equitable work environment where no member or group of members has an advantage or a disadvantage.

- a. Status quo
- b. Equality
- c. Diversity
- d. Human capital

5. Which of the following HR forecasting technique, forecasts the requirement for additional manpower by projecting trends of the past and present to the future?

- a. Delphi technique
- b. Index/Trend Analysis
- c. Regression Analysis
- d. Time Series

6..... is the process of searching for prospective employees and stimulating them to apply for the jobs in the organisations.

- a. Recruitment
- b. Placement
- c. Selection
- d. Interviews

7..... form a very good source of recruitment especially for middle and lower level management.

- a. Advertisement
- b. Employment agencies
- c. Employee referrals
- d. Educational institutes

8. The process of choosing the most suitable candidate for a job from among the available applicants is called.....

- a. Recruitment
- b. Placement
- c. Induction
- d. Selection

9.....checks whether the training has had the preferred outcome.

- a. Management development
- b. Training evaluation
- c. On the job training
- d. Off the job training

10.Companies are design.....to increase employee productivity, control attrition, prevent job burnout and obsolescence and improve the quality of employees' work lives.

- a. Employee growth programmes
- b. Management development programmes
- c. Employee training programmes
- d. Career planning programmes

11. What does 'A' in SMART principle for performance appraisal stand for?

- a. Accountable
- b. Added value
- c. Attributes
- d. Achievable

12. Wage earners are designated as:

- a. Green-collar
- b. Blue-collar
- c. White-collar
- d. Red-collar

13..... is a process to identify and determine in detail the particular job duties and requirements and the relative importance of these duties for a given job.

- a. Job design
- b. Job description
- c. Job evaluation
- d. Job analysis

14. Good employee conduct is usually catalysed by.....

- a. External factors
- b. Rules of the organisation
- c. The orders of their supervisors
- d. Effective leadership

15. A disciplinary policy should be preventive rather than

.....

- a. Offence
- b. Punitive
- c. Action-penalties
- d. Biased

16. The broadest interpretation of the term 'grievance' would include any discontent or dissatisfaction that affects

.....

- a. Organisational performance
- b. Individual performance
- c. Individual growth
- d. Team performance

17. Inmethod the trainee is placed on various jobs across different functions in the organisation.

- a. Job instruction training
- b. Committee assignments
- c. Job rotation
- d. Apprenticeship and coaching

18. A successful

.....programme improves the performance of an employee which in turn enhances organisational performance.

- a. Education
- b. Management
- c. Training
- d. Development

19. Consider the following statements:

(i).benefits are monetary and non-monetary benefits given to employees during their employment. (ii).is a systematic determination of the value of each job in relation to other jobs in the organisation, in the industry and in the market.

- a. (i)-Wage and salary administration , (ii)Performance appraisal
- b. (i)-Induction, (ii) Management development
- c. (i) Incentives, (ii) Wage and salary administration
- d. (i) Fringe, (ii) Job Evaluation

20.

.....and..... tests are used to measures the general mental ability of individuals and job related proficiency and knowledge of the applicants respectively.

- a. Intelligence test, Aptitude test
- b. Aptitude test , Achievement test
- c. Intelligence test, Achievement test
- d. Interest test, Personality test

21. Consider the following statements with respect to the types of interviews:

- (i). Preliminary interviews are brief, first round interviews that aim to eliminate the applicants who are obviously unqualified for the job.
 (ii). In-depth interview is very rigid in its structure and contents. It is based on a thorough job analysis.

State True or False:

- (i)-False, (ii)-False
- (i) True, (ii)-True
- (i)- True, (ii)- False
- (i)- False, (ii)-True

22. Which of the following two sources of recruitment comes under external sources of recruitment?

- Employee exchanges, Employee referrals
- Promotions, transfers
- Advertisement, Employee referrals
- Employee exchanges, Advertisement

23. Training is a process of assisting a person in enhancing hisand in a particular work area by acquiring more knowledge and practices.

- Efficiency, responsibility
- Skills, effectiveness
- Efficiency, performance
- Efficiency, effectiveness

24. For an employee's goals and aspirations to be fulfilled, a basic requirement is that the goals must beand

- Realistic, suitable
- Appropriate, realistic
- Appropriate, achievable
- Realistic, achievable

25. According to wage fund theory, afterand are paid for, a definite amount remains for labour.

- Rent, Raw materials
- Rent, Interest
- Interest , Raw material
- Interest, Profit shares

26. Conditions contributing to poor discipline can be caused by weaknesses within theor by

- Management, internal factors
- Business organisations, external factors
- Organisational structure, external factors
- Business organisations, internal factors

27. Match the following sets:

Part A

- Discipline
- Suspension
- Charge sheet

Part B

A. It is employee self-control which prompts him/her to willingly co-operate with the organisational standards, rules, objectives, etc.

B. It is the proposed statement of charges against an employee.

C. It is the official prohibition of someone from holding their usual post or carrying out their usual role for a particular length of time

- 1B, 2A, 3C
- 1A, 2C, 3B
- 1B, 2C, 3A
- 1C, 2A, 3B

28. Human resource planning enabled an organization to.....

- a. anticipate corporate image
- b. anticipate employee resignation
- c. anticipate human resource cost
- d. anticipate possible court action

29. Which of the following is not an employee selection device?

- a. Advertisement
- b. Completed Application Form
- c. Reference letter
- d. Interview

30. Mr. Anane, an administrative Assistant in Company A, now holds the position of Senior Administrative Assistant in Company B. How would you describe Mr. Anane transition to the current position?

- a. A promotion
- b. A transfer with promotion
- c. A fresh appointment
- d. Demotion

31. attempts to find how applicants would respond to aggressive, embarrassing, rude and insulting questions.

- a. situational interview
- b. Stress interview
- c. behavioural interview
- d. Non-behavioural interview

32..... is elevating the place of the job in the organizational hierarchy i.e. given a better title of a job.

- a. Promotion
- b. Up-gradation
- c. Demotion
- d. Transfer

33. For an employee's goals and aspirations to be fulfilled, a basic requirement is that the goals must be and

- a. Realistic, suitable
- b. Appropriate, realistic
- c. Appropriate, achievable
- d. Realistic, achievable

34. Reasons for layoff include all but

- a. Seasonal fluctuation in demand
- b. Shortage of power and raw material
- c. Union activities of an employee
- d. Downsizing

35. Employees arewhen employer no longer desires any of the employees to perform the duties that are presently being done by that employee.

- a. Redundant
- b. Functional
- c. Significant
- d. Unnecessary

36. Regular is given to employees to improve them and enable them to perform better.

- a. Feedback
- b. Salary
- c. Perks
- d. Politics
- e. Incentives

37. Which of the following two sources of recruitment comes under external sources of recruitment?

- a. Employee exchanges, Employee referrals
- b. Promotions, transfers
- c. Advertisement, Employee referrals
- d. Employee exchanges, Advertisement

38. Exit interview is the process of evaluating the human resource activities of an organisation.

- a. True
- b. False

39. Consider the following statements with respect to the types of interviews and state whether it is True or False:

(i). Preliminary interviews are brief, first round interviews that aim to eliminate the applicants who are obviously unqualified for the job.

(ii). In-depth interview is very rigid in its structure and contents. It is based on a thorough job analysis.

- a. (i)-False, (ii)-False
- b. (i) True, (ii)True
- c. (i) True, (ii)False
- d. (i)False, (ii)True

40. Consider the following statements with respect to procedure for disciplinary action:

i. When the management of an organisation wants to initiate an enquiry against an employee for alleged misconduct, the concerned employee is issued a charge sheet.