



**SIR ARTHUR LEWIS COMMUNITY COLLEGE
ACADEMIC YEAR (2024/2025) - SEMESTER ONE
END OF SEMESTER EXAMINATION**

COURSE CODE : MGT302
COURSE TITLE : Human Resource Management (FINAL)
LECTURER(S) : Ernest Ottley
DATE : December 19, 2024
TIME : 1 p.m.
DURATION : 1.5 Hours
STUDENT ID # : _____

GENERAL INFORMATION AND INSTRUCTIONS

- Students must sign **IN** and **OUT** on the examination class list.
- Write your ID number on the question paper.
- This paper has TWO sections
- Section ONE has 20 multiple choice questions.
- Section TWO has three (3) short answer questions. Answer TWO questions from this section

DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO

SECTION ONE – MULTIPLE CHOICE

Instruction: Choose the letter A, B, C or D that carries the best response and write it on the foolscap answer sheet provided.

1. ____ is the primary resource without which other resources like money and materials become less productive.
 - A. Personal resource
 - B. Human resource
 - C. Financial resource
 - D. Labor resource
2. ____ is the process by which an organization ensures that it has the right number & kinds of people, at the right places, at the right time
 - A. HRM
 - B. Human resource
 - C. Human resource planning
 - D. Job analysis
3. ____ translates the organization's objectives and plans into the number of workers needed to meet those objectives.
 - A. Job rotation
 - B. Human resource planning
 - C. Human resource
 - D. Job description
4. All of the following support the purpose of human resource planning EXCEPT:
 - A. To assess where the organization is
 - B. To determine the direction of the organization
 - C. To assess the implications of future human resource supplies on the organization
 - D. To assist with the determining the compensation package of the organization
- 5 Human resource planning is vital because it:
 - A. Helps to determine the personnel needs of an organization
 - B. Keeps up with the changes in job contents
 - C. Is an essential component of strategic planning
 - D. Helps to identify surplus manpower
6. ____ are quite prominent in human resource practices due to absenteeism, seasonal employment, labor turnover and other unpredictable circumstances.
 - A. Changes
 - B. Uncertainties
 - C. Risks
 - D. Errors
7. ____ are perceived as experts in handling personnel matters but are not experts in managing the business.
 - A. HR practitioners
 - B. Planners
 - C. HR researchers
 - D. Managers
8. A ____ is a systematic exploration of the activities within a job.
 - A. Job design
 - B. Job rotation
 - C. Job analysis
 - D. Job description

9. Job analysis defines all of the following EXCEPT:
- A. Duties
 - B. Responsibilities
 - C. Accountabilities
 - D. Company benefits
10. It is a group of positions that are similar in kind and level of work.
- A. Job
 - B. Role
 - C. Task
 - D. Occupation
11. Statement of the minimum acceptable human qualities necessary to perform a job properly
- A. Task
 - B. Job specification
 - C. Job description
 - D. Job classification
12. ____ is useful as a process of eliminating undesirable and unsuitable candidates.
- A. Preliminary interview
 - B. Group discussion
 - C. Written examination
 - D. Tests
13. An organized factual statement of the duties and responsibilities of a specified job.
- A. Occupation
 - B. Job description
 - C. Job advertisement
 - D. Job specification
14. A ____ is a written statement of what the job holder does, how it is done, and why it is done.
- A. Job description
 - B. Job specification
 - C. Job enlargement
 - D. Job enrichment
15. It is the process of deciding on the content of a job in terms of its duties and responsibilities
- A. Job description
 - B. Job specification
 - C. Job enlargement
 - D. Job enrichment
16. The final goal of the ____ is to integrate the needs of the individual with the organization's requirements.
- A. Job design
 - B. Job description
 - C. Job specification
 - D. Job rotation
17. The horizontal expansion of jobs is
- A. Job enrichment
 - B. Job enlargement
 - C. Job description
 - D. Job specification
18. ____ includes any privilege or benefits which is capable of being estimated in money, other than traveling allowance.
- A. Pay
 - B. Compensation
 - C. Wages
 - D. Insurance

19. It is used as a device to screen the candidates at the preliminary level.
- A. Application form
 - B. Application bank
 - C. Both A & B
 - D. Interview
20. The act of increasing the knowledge and skill of an employee for doing a particular job
- A. Training
 - B. Development
 - C. Induction
 - D. Internship

20 MARKS

SECTION TWO – SHORT ANSWER

Instruction: Answer any two (2) complete questions from this section.

Question 1

- a. Discuss any three (3) sources of INTERNAL recruitment that an organization's HR department may employ in order to attract qualified personnel. (9 marks)
 - b. Critically discuss two (2) major differences between training and development. (4 marks)
 - c. Briefly describe the compensation and labor relation functions of HRM. (2 marks)
- (Total 15 marks)**

Question 2

- a. Differentiate between job enrichment and job enlargement. (4 marks)
 - b. The job description is a critical tool for informing employees of their roles. Explain the importance of three (3) major elements of the job description document. (9 marks)
 - c. Identify two benefits of job analysis to an organization. (2 marks)
- (Total 15 marks)**

Question 3

- a. Explain two (2) reasons why performance appraisals are necessary. (4 marks)
 - b. Discuss three (3) benefits of the 360 degree performance appraisal method. (9 marks)
 - c. Indicate who is responsible for appraisals within an organization and suggest why. (2 marks)
- (Total 15 marks)**

END OF EXAMINATION