

QP CODE 2045521105

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DMI-ST. EUGENE UNIVERSITY

ZAMBIA

DEGREE EXAMINATION – DECEMBER 2023

Semester: IV 551 OE11/252EE21 HUMAN RESOURCE MANAGEMENT

Time: 3:00 Hours

Max. Marks: 100

Answer any FIVE Questions (5 x 20 = 100 Marks)

1. a) Explain how an HR manager act as a Liaison Officer. (5 Marks)
b) Explain the Significance of HRM. (5 Marks)
c) Explicate the importance of HRM in organizational context. (10 Marks)
2. a) Discuss the process of auditing of HR resources. (5 Marks)
b) Explicate the Pros and Cons of Employee Outsourcing. (10 Marks)
c) Explain the Steps in HR Planning Process. (5 Marks)
3. a) Explicate the Sources of recruitment. (10 Marks)
b) What are the tests the HR can accommodate for selecting candidates? Explain. (5 Marks)
c) Explain various steps in selection process. (5 Marks)
4. a) Explain various kinds of employment interviews. (10 Marks)
b) Explain the differentiate coaching with mentoring. (5 Marks)
c) Explain the needs for training. (5 Marks)
5. a) Explain about the factors that make mentoring a success. (10 Marks)
b) Elucidate the uses of 360 degree feedbacks. (5 Marks)
c) Discuss about subordinate appraisal. (5 Marks)
d) What are the best practices that can be observed in Digital Marketing? (6 Marks)
6. a) Explicate the different Characteristics of HRM. (5 Marks)
b) What are the areas HRM operates? (5 Marks)
c) Explain the various challenges faced by HR manager. (10 Marks)
7. a) What is meant by appointment order? (5 Marks)
b) Explicate the factors affecting recruitment process in an organization. (10 Marks)
c) Highlight any four differences among recruitment and selection. (5 Marks)