

**CHUKA**



**UNIVERSITY**

**COLLEGE**

**UNIVERSITY EXAMINATIONS**

**AGBM 332: HUMAN RESOURCE MANAGEMENT AND INDUSTRIAL RELATIONS**

**STREAMS**

**TIME: 2 HOURS**

**DAY/DATE: TUESDAY 3/4/2012**

**11.30 A.M. – 1.30 P.M.**

---

**INSTRUCTIONS:**

Answer question One and any other two questions.

- Q.1 (a) State the importance of good industrial relations in organisations. [10 marks]
- (b) Outline the importance of placement to new employees and the organization at large. [5 marks]
- (c) State citing examples merits of performance appraisal. [5 marks]
- (d) Briefly discuss the various components of human resource management. [5 marks]
- (e) Outline the selection process. [5 marks]
- Q.2 (a) Discuss Maslow's theories of motivation as used in human resource management. [10 marks]
- (b) Outline importance of motivation of the organization and employees. [10 marks]
- Q.3 Outline the merits and demerits of on-job-training as a means of developing employees. [20 marks]
- Q.4 Enumerate and discuss the role of a human resource manager in organization of your choice in Kenya. [20 marks]

Q.5 (a) Briefly define the following terms:

(i) Human resource management [3 marks]

(ii) Compensation [3 marks]

(iii) Manpower planning [3 marks]

(b) Citing relevant examples discuss features of a good reward system. [11 marks]

---