**UNIVERSITY OF SCIENCE AND TECHNOLOGY**

**P.O. Box 972-60200 – Meru-Kenya.**

 **Tel: 020-2069349, 061-2309217. 064-30320 Cell phone: +254 712524293, +254 789151411**

**Fax: 064-30321**

**Website:** [**www.mucst.ac.ke**](http://www.mucst.ac.ke) **Email:** **info@mucst.ac.ke**

**University Examinations 2014/2015**

FIRST YEAR, FIRST SEMESTER EXAMINATION FOR DIPLOMA IN BUSINESS ADMINISTRATION

**HDC 0101: INTRODUCTION TO HUMAN RESOURCE MANAGEMENT**

**DATE: DECEMBER 2014 TIME: 1**$\frac{1}{2}$ **HOURS**

**INSTRUCTIONS:** *Answer question* ***one*** *and any other* ***two*** *questions*

**QUESTION ONE (30 MARKS)**

1. Explain the following terms as used in Human Resource Management (10 marks)
2. Procurement
3. Orientation
4. Job Description
5. Motivation
6. Employee Performance Appraisal
7. Identify and explain the functions of human resource management (7 marks)
8. Explain how individual difference affects the functions of human resource management (8 marks)
9. Discuss the objectives of human resource management (5 marks)

**QUESTION TWO (20 MARKS)**

1. Discuss the effects of communication barrier in place of work (10 marks)
2. Explain how you would overcome communication barriers as HR Manager

(10 marks)

**QUESTION THREE (20 MARKS)**

1. Explain the objectives of human resource planning (10 marks)
2. Discuss the process of human resource planning (10 marks)

**QUESTION FOUR (20 MARKS)**

1. Explain the various methods used in conducting employees performance appraisal

(10 marks)

1. Explain how you would motivate your employees to be efficient and effective

(10 marks)

**QUESTION FIVE (20 MARKS)**

1. “Human Resource Management experiences a lot of challenges”. Discuss (10 marks)
2. Explain how you would deal with an employees who portrays bad behaviour in place of work (10 marks)