



MERU UNIVERSITY COLLEGE OF SCIENCE & TECHNOLOGY

P.O. Box 972-60200 Meru - Kenya. Tel: 020-2092048, 020 2069349
Fax: 020-8027449

University Examinations 2010/2011

**FIRST YEAR, FIRST SEMESTER EXAMINATIONS FOR DIPLOMA IN BUSINESS
ADMINISTRATION/CERTIFICATE BUSINESS ADMINISTRATION/DIPLOMA IN PURCHASING AND SUPPLIES
MANAGEMENT**

HDC0101: INTRODUCTION TO HUMAN RESOURCE MANAGEMENT

DATE: DECEMBER 2010

TIME: 1½ HOURS

INSTRUCTIONS: *Answer Question One and Any Other Two Questions*

QUESTION ONE – (30 MARKS)

- (a) What is human resource management? (2 Marks)
- (b) Highlight 4 characteristics of human resource management. (4 Marks)
- (c) Attitude is made of three related psychological factors. Briefly explain these components of attitude. (10 Marks)
- (d) Discuss any five selection tools that can be used in the selection of suitable candidate in an organization. (10 Marks)
- (e) Discuss giving an example of each; distinguish between extrinsic and intrinsic rewards. (4 Marks)

QUESTION TWO – (20 MARKS)

- (a) Explain any four methods of training, pointing out at least one advantage and disadvantage of each method. (12 Marks)
- (b) Explain any four types of communication in an organization. (8 Marks)

QUESTION THREE – (20 MARKS)

- (a) Briefly discuss five problems in human resource planning. (10 Marks)
- (b) As a human resource manager you have been asked by your CEO to conduct performance appraisal of employees in the organization. Explain the essentials of effective performance appraisal methods to guide you. (10 Marks)

QUESTION FOUR – (20 MARKS)

- (a) According to psychological approach theories, there are various personality types of workers. State and explain these types giving implication of each of these types to human resource management. (8 Marks)
- (b) Assume that you are a human resource manager of a real or hypothetical organization. Discuss the major activities that you would be involved in. (12 Marks)

QUESTION FIVE – (20 MARKS)

- (a) Explain various ways that a human resource manager can use to motivate employees in an organization. (12 Marks)
- (b) Explain significance of communication to organizational functioning. (8 Marks)