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University Examinations 2013/2014

FIRST YEAR, FIRST SEMESTER EXAMINATION FOR CERTIFICATE IN BUSINESS
ADMINISTRATION

CBA 0101: HUMAN RESOURCE MANAGEMENT

DATE: DECEMBER 2013

TIME: 1 ½ HOURS

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

QUESTION ONE – (30 MARKS)

- (a) Explain what human resource management is and how does it relate to management process. (10 Marks)
- (b) Identify the role and functions of a human resource manager. (10 Marks)
- (c) State the objectives and characteristics of personnel management. (10 Marks)

QUESTION TWO – (20 MARKS)

- (a) Define employee training. (5 Marks)
- (b) State the objectives of employee training. (10 Marks)
- (c) Outline the significance of employee training. (5 Marks)

QUESTION THREE – (20 MARKS)

- (a) State and explain the job evaluation methods. (10 Marks)
- (b) Discuss the considerations an organization should bear in mind when designing and implementing a job evaluation. (10 Marks)

QUESTION FOUR – (20 MARKS)

- (a) Distinguish between recruitment and selection. (10 Marks)
- (b) Critically discuss the principle steps of employee selection process. (10 Marks)

QUESTION FIVE – (20 MARKS)

- (a) Define motivation. (2 Marks)
- (b) Outline the significance of motivating workers. (8 Marks)
- (c) Discuss the non-financial ways of motivating employees. (10 Marks)