



MASEÑO UNIVERSITY

UNIVERSITY EXAMINATIONS 2012/2013

FIRST YEAR SECOND SEMESTER EXAMINATIONS FOR THE DIPLOMA IN BUSINESS ADMINISTRATION (CITY CAMPUS)

ADB 0117: HUMAN RESOURCE MANAGEMENT

Date: 22nd July, 2013

Time: 9.00 – 11.00 a.m.

INSTRUCTIONS:

1. Attempt Question ONE and any other TWO questions.
2. Question one carries 30 marks, the rest 20 marks each.

- Q1. (a) Explain the role of a human resource manager in an organization? (10marks)
- (b) Discuss the aims and functions of human resource management. (20marks)
- Q2. To what extent does conflict arise between the human resources manager and other line managers in an organization (20marks)
- Q3. What is stress? Discuss the reasons a human resource manager can help reduce stress. (20marks)
- Q4. (a) Explain why it is desirable to have personal policies written down. (5marks)
- (b) Critically discuss the principal steps of employees selection process. (15marks)
- Q5. (a) Distinguish between recruitment and selection. (6marks)
- (b) How important is medical examination for potential employees? (6marks)
- (c) "It is better to recruit new employees rather than moving the existing employees upward in the ladder of the managerial hierarchy. Discuss. (8marks)