



# **MASENO UNIVERSITY**

## **UNIVERSITY EXAMINATIONS 2013/2014**

**SECOND YEAR SECOND SEMESTER EXAMINATIONS FOR  
DIPLOMA IN COMMUNITY DEVELOPMENT**

**(HOMA BAY CAMPUS)**

**DDC 0120: HUMAN RESOURCE MANAGEMENT AND  
DEVELOPMENT**

*Date: 23<sup>rd</sup> November, 2013*

*Time: 8.00 - 10.00am*

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### **INSTRUCTIONS:**

- Answer QUESTION ONE and any other TWO questions.

**Instructions:** answer question 1 and any other two questions

1. Discuss the function of human resource management.
2. Explain the challenges facing human resource managers in Kenya.
3. Explain the benefits of training of human resource in organizations
4. a) Explain six causes of high labour turnover in organizations  
b) Suggest six measures that you would take as a human resource manager to minimize labour in your organization.
5. Explain the principles of effective communication in human resources management
6. a) outline the major causes of industrial disputes  
b) Suggest measures that can be put in place to prevent industrial disputes in organizations