



# MERU UNIVERSITY COLLEGE OF SCIENCE & TECHNOLOGY

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## University Examinations 2012/2013

FIRST YEAR, FIRST SEMESTER EXAMINATION FOR CERTIFICATE IN COUNTY GOVERNANCE

**CCG 0106: INTRODUCTION TO HUMAN RESOURCE MANAGEMENT & PLANNING**

**DATE: AUGUST 2012**

**TIME: 2 HOURS**

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

### QUESTION ONE – 30 MARKS

- As a human resource manager, explain how you would use the control measures in your county. (10 Marks)
- You are asked to give a talk touching on the recruitment process to company X. Highlight any eight key points to consider. (10 Marks)
- Stress is a real issue in our organizations today. Highlight any eight methods of relieving stress. (10 Marks)

### QUESTION TWO – 20 MARKS

There is normally one way into an organization but several ways out of the same organization. Discuss any five ways through which employees separate from an organization. (20 Marks)

### QUESTION THREE – 20 MARKS

- Although the communication process seems simple, it in essence is not. Certain barriers present themselves throughout the process. Discuss any five barriers of communication. (10 Marks)
- Discuss the following two theories Abraham Maslow's Hierarchy of needs and Douglas Mc Gregor's theory X and Y. (10 Marks)

### QUESTION FOUR – 20 MARKS

Discuss the following concepts as used in Human Resource Management. (20 Marks)

- Efficiency
- Effectiveness
- Management
- Controls
- Human Resource Planning

**QUESTION FIVE – 20 MARKS**

- a. Discuss any four major resources in an organization.
- b. Outline any four roles of a leader.

(10 Marks)

(10 Marks)