



MERU UNIVERSITY COLLEGE OF SCIENCE & TECHNOLOGY

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University Examinations 2012/2013

FIRST YEAR, SECOND SEMESTER EXAMINATION FOR CERTIFICATE IN COUNTY GOVERNANCE

CCG 0106: INTRODUCTION TO HUMAN RESOURCE MANAGEMENT & PLANNING

DATE: DECEMBER 2012

TIME: 2 HOURS

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

QUESTION ONE – 30 MARKS

- a. Define the following terms:
 - i. Management (2 Marks)
 - ii. Leadership (2 Marks)
- b. State the characteristics or traits of a born leader. (5 Marks)
- c. State the functions of a manager. (4 Marks)
- d. Define human resource planning. (2 Marks)
- e. Explain the meaning of the following terms as used in human resource management.
 - i. Recruitment (3 Marks)
 - ii. Selection (3 Marks)
 - iii. Placement (2 Marks)
 - iv. Induction (2 Marks)
- f. State five non-financial motivation offered by an employer. (5 Marks)

QUESTION TWO – 20 MARKS

- a. State and explain five objectives of human resource management. (10 Marks)
- b. Explain the benefits of human resource planning. (10 Marks)

QUESTION THREE – 20 MARKS

- a. Discuss the main sources of staff recruitment. (10 Marks)
- b. State and explain the techniques used in carrying out job analysis. (10 Marks)

QUESTION FOUR – 20 MARKS

- a. State and explain the causes for disciplinary action in an organization. (10 Marks)
- b. Discuss five qualities of effective managers. (10 Marks)

QUESTION FIVE – 20 MARKS

- a. Explain five types of communication. (10 Marks)
- b. Discuss five main barriers to effective communication. (10 Marks)