



MASENO UNIVERSITY
UNIVERSITY EXAMINATIONS 2016/2017

FOURTH YEAR SECOND SEMESTER EXAMINATIONS FOR THE
DEGREE OF BACHELOR OF BUSINESS ADMINISTRATION WITH
INFORMATION TECHNOLOGY

MAIN CAMPUS

ABA 437: ISSUES IN HUMAN RESOURCE MANAGEMENT

Date: 27th July, 2017

Time: 8.30 - 11.30 am

INSTRUCTIONS:

- Answer Question ONE (COMPULSORY) and any other THREE questions
- Question ONE Carries 25 marks, the rest 15 marks each.



QUESTION ONE

Critique the various pseudo scientific methods as employed in the selection of human resource. **(25 Marks).**

QUESTION TWO

Discuss the emerging challenges in the management of human resource in Kenya today. **(15 Marks).**

QUESTION THREE

Examine the changing role of human resource management in the contemporary business world. **(15 Marks).**

QUESTION FOUR

In the context of human resource management, discuss the following:

- a) Total Quality Management
- b) Assessment centers
- c) Quality circles
- d) Six- Sigma practice
- e) Outsourcing

(15 Marks).

QUESTION FIVE

Explain the ethical dilemmas in human resource management suggesting appropriate ways of managing ethical issues at work place.

(15 Marks).

QUESTION SIX

Discuss how technology has impacted the management of human resource showing its merits and demerits. **(15 Marks).**
