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**University Examinations 2014/2015**

SECOND YEAR FIRST SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF COMMERCE

SECOND YEAR FIRST SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF BUSINESS ADMINISTRATION

AND BACHELOR OF PURCHASING AND SUPPLIES MANAGEMENT

**BFB 3200: HUMAN RESOURCE MANAGEMENT**

 **DATE: AUGUST 2015 TIME: 2HOURS**

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

**QUESTION ONE (30 MARKS)**

1. As a Human Resource Manager, discuss the activities you would involve in for your organization (10 Marks)
2. Discuss different methods of recruitment which an organization may use to attract potential candidates in its organization (10 Marks)
3. What advantages does a firm get for having sound and effective human resource planning (10 Marks)

**QUESTION TWO (20 MARKS)**

1. Discuss methods of training as a human resource manager you would use to ensure your employees knowledge and skills is increased (6 Marks)
2. Good communication is a key thing in an organization to enhance interchange of ideas and viewpoints. Discuss the importance of having sound communication systems (5 Marks)
3. Discuss Maslow’s hierarchy of need theory of motivation and its application in a modern organization (9 Marks)

**QUESTION THREE (20 MARKS**

1. Discuss factors influencing compensation/remuneration of workers in Kenyan organizations today (8 Marks)
2. As a human resource specialist, describe the roles you would play in career management of your workers (4 Marks)
3. Industrial relations represent an integral part of social relations arising out of employer –employee relations. Discuss the significance of having sound industrial relations in an organization and society at large (8 Marks)

**QUESTION FOUR (20 MARKS)**

1. Explain the roles of Trade Union in Kenya today (5 Marks)
2. Labour Welfare Programmes stimulate the interest in workers to produce at their full capacity and pays a good dividend to the management in the long run. Describe the labour welfare activities which can be provided to workers to enable them perform better (8 Marks)
3. Grievances, whether real or imaginary, valid or invalid can affect one or more workers in an organization. Explain the right procedure for handling grievances in a modern organization (7 Marks)

**QUESTION FIVE (20 MARKS)**

1. Discuss the emerging issues in human resource management and the role of human resource manager in dealing with the issues (10 Marks)
2. Describe the role of industrial court in accordance with provisions of trade dispute act (5 Marks)
3. Explain three methods of communicating health and safety issues to employees to secure health and safety issues to employees to secure implementation and for continued development of health and safety policies (5 Marks)