



MASENO UNIVERSITY

UNIVERSITY EXAMINATIONS 2017/2018

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

MAIN CAMPUS

ABA 204: INTRODUCTION TO HUMAN RESOURCES MANAGEMENT

Date: 22nd February, 2018

Time: 8.30 - 11.30am

INSTRUCTIONS:

- Answer Question ONE and any other THREE



QUESTION ONE:

(a) Discuss four roles of Human Resources Management (HRM) in any organization of your choice. **(6 Marks)**

(b) Describe the recruitment options available to the human resources manager. **(6 Marks)**

(c) Examine the methods that may be adopted to improve employee motivation. **(7 Marks)**

(d) Explain three roles of HRM in industrial relations. **(6 Marks)**

QUESTION TWO:

(a) Explain the characteristics of an effective training, and development programme **(8 Marks)**

(b) Describe the features of an appropriate wage and salary administration systems. **(7 Marks)**

QUESTION THREE:

Training and Development (T & D) is a fundamental function of human resources management.

a.) Examine the benefits of each of these functions. **(8 Marks)**

b.) Describe how training and development needs may be identified **(5 Marks)**

QUESTION FOUR:

(a) Describe the corrective measures that may be adopted to manage indiscipline of employees. **(8 marks)**

(b) Leaders may use reward systems to control employees' behaviour. With relevant organizational examples discuss five reward systems a leader may employ **(7 marks)**

QUESTION FIVE:

(a) Manpower (HR) planning plays an important role in management strategy.

i.) Discuss importance of manpower planning in an organization **(8 Marks)**

ii.) Examine the challenges of manpower planning. **(7 Marks)**

QUESTION SIX:

(a) Discuss the emerging challenges that human resource manager have to deal with in Kenya today. **(10 Marks)**

(b) Explain the term 'collective bargaining'. **(5 Marks)**