



**MASENO UNIVERSITY**

**UNIVERSITY EXAMINATIONS 2017/2018**

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

**CITY CAMPUS -WEEKEND**

**ABA 204: FUNDAMENTALS OF HUMAN RESOURCE  
MANAGEMENT**

Date: 3<sup>rd</sup> February, 2018

Time: 2.00 - 5.00pm

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**INSTRUCTIONS:**

- Answer Question ONE (Compulsory) and any other THREE



### **QUESTION ONE**

- a) Describe objectives of human resource management in any organization (10 mks)
- b) Explain factors that can affect organizational recruitment process. (10 mks)
- c) You are in charge of recruitment in your organization, what are the possible challenges in carrying out the process. (5 mks)

### **QUESTION TWO**

- (a) Describe the process of human resource planning. (10 mks)
- (b) There are several reasons that can force the organization to train employees, explain any five reasons. (5 mks)

### **QUESTION THREE**

- a) Describe correct procedure that can be followed in conducting employee appraisal. (10 mks)
- b) On job training is one of the approaches that an organization can use, describe its challenges as a method of training. (5 mks)

### **QUESTION FOUR**

- a) Discuss relevance of trade unions in Kenyan labour relations. (10 mks)
- b) Explain reasons for employee motivation in an organization. (5 mks)

### **QUESTION FIVE**

- a) Employee grievances and strikes are common in Kenya in the recent past, suggest possible solutions to the problem. (10 mks)
- b) Describe measures that management of any organization can take to achieve employee health and safety. (5 mks)

### **QUESTION SIX**

- a) Describe common forms of reward that an organization can use to reward employees. (10 mks)
- b) Explain benefits of employee research and development. (5 mks)