

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

FIRST YEAR EXAMINATION FOR THE AWARD OF MASTER OF BUSINESS ADMINISTRATION

MBAD 841: HUMAN RESOURCE MANAGEMENT

STREAMS: MBAD

TIME: 3 HOURS

DAY/DATE: WEDNESDAY 07/8/2019

11.30 A.M. – 2.30 P.M.

**INSTRUCTIONS:**

- Answer ALL questions
- All questions carry equal marks
- Do not write on the question paper

- Q1. (a) Explain the application of managerial and operative function of human resource management in the service industry. [10 marks]
- (b) Discuss the contribution of HR to an organization you are familiar with. [10 marks]
- (c) “Human resource management is a staff function and a line responsibility”.  
Elucidate [5 marks]
- Q2. (a) Outline the methods used for forecasting human resource needs. [10 marks]
- (b) Explain the process of recruitment. [5 marks]
- (c) Analysis the selection process which will ensure a match between the job and jobholder on one hand and job satisfaction and productivity on the other hand. [10 marks]
3. (a) Relate job analysis, human resource planning and recruitment. [6 marks]
- (b) What is realistic job preview [2 marks]
- (c) Explain the limitations of performance appraisal [10 marks]
- (d) Develop a job description for a set of managerial trainees in human resource department of a company manufacturing consumer durables. [7 marks]

**MBAD 841**

- Q4. (a) Explain the principles of wage and salary administration [10 marks]
- (b) Outline three (3) theories underpinning the performance management. [10 marks]
- (c) Evaluate the steps you would take to reduce labour turnover. [5 marks]
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