

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**FIRST YEAR EXAMINATION FOR THE AWARD OF DEGREE OF
MASTER OF BUSINESS ADMINISTRATION**

MBAD 841: HUMAN RESOURCE MANAGEMENT

STREAMS: MBAD YIS2

TIME: 2 HOURS

DAY/DATE: THURSDAY 09/08/2018

2.30 PM – 4.30 PM

INSTRUCTIONS:

Answer any Four Questions. All questions carry equal marks. Do not write in the question paper

Question One (25 Marks)

1. (a) What are the roles of human resource manager in today's competitive advantage or knowledge era. [10 marks]
- (b) An organization is responsible for ensuring that its employees have the appropriate skills and knowledge to fulfill the organizations strategic and operational objectives. Justify this statement. [7 marks]
- (c) Human resource managers face a myriad of challenges with today's workforce. Discuss. [8 marks]

Question Two (25 Marks)

- (a) If recruitment fails, selection fails....employees will then be more likely to fail on the job. Define and briefly describe the recruitment and selection processes. [11 marks]
- (b) There is no applications of HRM principles within the public sector and particularly in the Kenya County governments. Discuss. [11 marks]

- (c) Human Resource department is interconnected directly or indirectly with all other departments. Elaborate this statement. [3 marks]

Question Three (25 Marks)

- (a) You have been appointed the senior human resource officer in an organization that has experienced high staff turnover. After carrying out the exit interview, it was found that most of the employees were leaving due to compensation and reward management in the organization. In the light of this statement discuss the solutions that you could have offered to the exiting problem. [10 marks]
- (b) Employee wellness and benefits policies and programmes can be found in the more progressive Kenyan business. What is the nature of such policies and programmes and what are the internal and external benefits to the organization. [15 marks]

Question Four (25 Marks)

- (a) Write short notes on the following topics
- (i) Job evaluation [3 marks]
 - (ii) Hot stove rule [3 marks]
 - (iii) Job posting and Job Binding [3 marks]
 - (iv) Equal Employment Opportunities [3 marks]
 - (v) Affirmative Action Plan [3 marks]
- (b) Evaluate the use of selection tests in employment decision making. [10 marks]

Question Five (25 Marks)

- (a) Technology has changed the business world many times over. In the information age, the advent of computers and the internet has increased that impact significantly. Technology continues to have a significant impact on HR practices. Support this statement. [13 marks]
- (b) Unfortunately Human Resource Planning is not always successful. Explain five of the most encountered challenges in the Human resource Planning process. [5 marks]
- (c) Explain the impact of Human resource management activities on Company profits. [7

marks]
