PAN AFRICA CHRISTIAN UNIVERSITY

END OF SEMESTER EXAMINATION FOR THE DEGREE OF MASTER OF BUSINESS ADMINISTRATION

JANUARY-APRIL

CAMPUS: ROYSAMBU-EVENING

DEPARTMENT: BUSINESS STUDIES

COURSE CODE: MBA 502

COURSE TITLE: HUMAN RESOURCE MANAGEMENT

EXAM DATE: APRIL 2021

TIME: 5.30PM- 8.30PM

INSTRUCTIONS

- Read all questions carefully before attempting.
- Answer question 1 and any other three questions.

SECTION A: Question One (Compulsory)

Human resource management (HRM) is the department of a business organization that looks after the hiring, management and firing of staff. HRM focuses on the function of people within the business, ensuring best work practices are in place at all times. The HRM also manages staff welfare, all aspects of disputes and where staff are in breach of their employment contract the HRM will intervene and handle a termination if necessary.

a) Explain four new trends in Human Resource policies that have taken centre stage in the modern office. (4 marks)

b) Development of HRM in Kenya has been very slow. Discuss three key barriers responsible for this scenario. (6 marks)

SECTION B: Answer any three Questions

Question Two

a) Describe **four** factors that influence the recruitment process in organizations giving relevant examples (4 marks)

b) Assess the impact of proper onboarding of staff to organizational performance (6 marks)

Question Three

a) Explain **fou**r methods of job analysis in today's organizations (4marks)

b) Discuss **three** problems associated with job analysis in the corporate world(6 marks)

Question Four

a) Briefly explain the importance of Human Resource planning to an organization citing relevant examples (4 marks)

b) Describe **three** key steps in planning an effective training program (6 marks)

Question Five

a) Explain briefly **four** approaches in global acquisition of Human Resource (4 marks)

b) Assess the importance of installing a Human Resource Information System in organizations (6 marks)

Question Six

a) Performance Appraisal is considered an investment for the company. Discuss **four** advantages of appraising employees performance in the corporate world (4 marks)

b) Assess the role of knowledge management in global companies (6 marks)

THE END