



**MERU UNIVERSITY COLLEGE
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University Examinations 2011/2012

**FIRST YEAR, FIRST SEMESTER EXAMINATION FOR DIPLOMA/CERTIFICATE IN
BUSINESS ADMINISTRATION**

HDC 0101: INTRODUCTION TO HUMAN RESOURCE MANAGEMENT

DATE: DECEMBER 2011

TIME: 1½ HOURS

INSTRUCTIONS: *Answer question **one** and any other **two** questions*

QUESTION ONE – (30 MARKS)

- (a) Define the following terms as used in Human Resource Management; (5 Marks)
- (i) Personality
 - (ii) Attitude
 - (iii) Leadership
 - (iv) Motivation
 - (v) Planning
- (b) Highlight the objectives of Human Resource Management. (5 Marks)
- (c) Give five qualities of an effective leader. (5 Marks)
- (d) Explain five barriers to effective communication in an organization. (5 Marks)
- (e) Describe four features of a sound motivational system. (4 Marks)
- (f) Critically distinguish between leadership and management. (6 Marks)

QUESTION TWO – (20 MARKS)

- (a) Distinguish between recruitment and selection. (10 Marks)
- (b) Give five internal and five external sources of recruitment. (10 Marks)

QUESTION THREE – (20 MARKS)

Several theories have been developed to explain how to motivate employees. Discuss Abraham Maslow's contribution on employee motivation. (20 Marks)

QUESTION FOUR – (20 MARKS)

The process of Human Resource Planning is one of the crucial, complex and continuing managerial functions. Discuss. (20 Marks)

QUESTION FIVE – (20 MARKS)

Write short notes on:

- (a) Job description (4 Marks)
- (b) Job specification (4 Marks)
- (c) Induction (4 Marks)
- (d) Placement (4 Marks)
- (e) Performance appraisal (4 Marks)