



MERU UNIVERSITY COLLEGE OF SCIENCE & TECHNOLOGY

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University Examinations 2010/2011

FIRST YEAR, FIRST SEMESTER EXAMINATIONS FOR DIPLOMA IN BUSINESS
ADMINISTRATION/CERTIFICATE IN BUSINESS ADMINISTRATION

HDC 0101: INTRODUCTION TO HUMAN RESOURCE MANAGEMENT

DATE: APRIL 2011

TIME: 1½ HOURS

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

QUESTION ONE – (30 MARKS)

- (a) Define human resource management. (2 Marks)
- (b) Highlight the three sources of altitude (3 Marks)
- (c) Discuss any five methods of training in human resource management (10 Marks)
- (d) By giving an example of each, distinguish between extrinsic and intrinsic rewards. (5 Marks)
- (e) Explain any five types of communication in an organization. (10 Marks)

QUESTION TWO – (20 MARKS)

- (a) “Human resource planning is a prerequisite for effective management of human resource” In light of this statement, analyze the importance of human resource planning. (10 Marks)
- (b) Briefly discuss the two sources of recruitment by stating at least three advantages of each source. (10 Marks)

QUESTION THREE – (20 MARKS)

- (a) Discuss any five methods of performance appraisal that may be used in evaluation of employees in human resource management. (10 Marks)
- (b) Describe the Maslow’s hierarchy of need theory. (10 Marks)

QUESTION FOUR – (20 MARKS)

- (a) Briefly discuss the importance of performance appraisal to an organization. (10 Marks)
- (b) Discuss any five selection tools that can be used in selection of a suitable candidate in an organization. (10 Marks)

QUESTION FIVE – (20 MARKS)

Discuss the following three function of human resource manager.

- (a) Procurement
- (b) Development
- (c) Compensation (20 Marks)