



MERU UNIVERSITY COLLEGE OF SCIENCE & TECHNOLOGY

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University Examinations 2011/2012

FIRST YEAR, FIRST SEMESTER EXAMINATIONS FOR DIPLOMA/CERTIFICATE IN BUSINESS ADMINISTRATION/DIPLOMA IN PURCHASING AND SUPPLIES MANAGEMENT

HDC 0101: INTRODUCTION TO HUMAN RESOURCE MANAGEMENT

DATE: AUGUST 2011

TIME: 1½ HOURS

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

QUESTION ONE – (30 MARKS)

- (a) What is human resource management? (2 Marks)
- (b) Attitude is made of three related psychological factors. Briefly explain these components of attitude. (6 Marks)
- (c) Briefly explain any five procurement function of Human Resource Management. (10 Marks)
- (d) Explain importance of communication to organizational functioning. (8 Marks)
- (e) Briefly discuss the key factors that determine personality of an individual. (4 Marks)

QUESTION TWO – (20 MARKS)

- (a) Explain any five ways an employer can use to motivate employee in an organization. (10 Marks)
- (b) The personnel manager of ABC Company Ltd intends to sponsor some employees for off the job training. Highlight five advantages and five disadvantages of a such a method. (10 marks)

QUESTION THREE – (20 MARKS)

- (a) Human resource planning plays an important role for effective management of human resources “In light of this statement, analyze the importance of human resource planning. (10 Marks)

- (b) Discuss any five selection methods that can be used in the selection of suitable candidate in an organization. (10 Marks)

QUESTION FOUR – (20 MARKS)

- (a) State and explain five factors considered in employee appraisal. (10 Marks)
(b) Briefly explain any five methods/types of communication that can be used at workplace. (10 Marks)

QUESTION FIVE – (20 MARKS)

Assume that you are a human resource manager of ABC Company Ltd. Discuss all the major functions likely to be undertaken by your department. (20 Marks)