



**MASENO UNIVERSITY**  
**UNIVERSITY EXAMINATIONS 2016/2017**

**FIRST YEAR SECOND SEMESTER EXAMINATIONS FOR THE  
DIPLOMA IN BUSINESS ADMINISTRATION**

**CITY CAMPUS - REGULAR**

**ADB 0117: HUMAN RESOURCE MANAGEMENT**

**Date:** 8<sup>th</sup> June, 2017

**Time:** 2.00 - 5.00 pm

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**INSTRUCTIONS:**

- Answer question ONE and any other THREE questions



1a. Human resource management possesses certain unique characteristics as compared to other resources in the organization. Explain five such characteristics. (10marks)

b. Explain the ways in which human resource management differs from personnel Management (10marks)

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c. Give five reasons that make it necessary to maintain human resource policies in written form (5marks)

2a. Outline the benefits of using interviews in an employee selection process (5marks)

b. Despite the benefits associated with performance appraisal, some organizations may be reluctant to undertake it. Give five reasons that may account for this reluctance (10marks)

3a. Explain the problems that may be faced by an organization which does not establish a human resource department (5marks)

b. Pam Ltd. Uses the time rate method for the remuneration of its employees. Give five reasons that have influenced this decision (10marks)

4a. Outline five ways through which the management of an organization may identify its employees' training needs. (5marks)

b. Identify five reasons that make it necessary for an organization to carry out human resource planning (10marks)

5a. Training is an important function which should be undertaken by all organizations from time to time. Highlight the importance of training in an organization (10marks)

b. What is job design? And what does it include? (5marks)

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6a. Identify and explain the factors that should be considered when choosing the type of organization structure to be used in an organization (5marks)

b. Explain the benefits associated with external source of recruitment (10marks)