

MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS 2014/2015 ACADEMIC YEAR**

**FOURTH YEAR SECOND SEMESTER**

**SCHOOL OF BUSINESS AND ECONOMICS**

**BACHELOR IN HUMAN RESOURCE MANAGEMENT**

**COURSE CODE: BHR 403**

**COURSE TITLE: CURRENT ISSUES IN HUMAN RESOURCE MANAGEMENT**

**DATE:4TH SEPTEMBER 2015 TIME: 2.00PM -4.00PM**

**INSTRUCTIONS TO CANDIDATES**

Question **ONE** is compulsory

Answer any other **THREE** questions

***This paper consists of 2 printed pages. Please turn over***

**QUESTION ONE**

Institutions are faced with great challenges that affect the way things are done. Some of the challenges are internal while others are external. If you were invited to train on the various emerging issues at Maasai Mara University, how will you describe them? **(25 MARKS)**

**QUESTION TWO**

Diversity is generally defined as acknowledging, understanding, accepting, valuing, and celebrating differences among people with respect to age, class, ethnicity, gender, physical and mental ability, race, sexual orientation, spiritual practice, and public assistance status. Based on the definition, discuss the benefits and challenges of work diversity to institutions like Kenya Breweries Ltd. **(15 MARKS)**

**QUESTION THREE**

Maasai Mara Ltd invited you as a lead consultant on staff retention and Talent development Workshop. Describe the importance of developing individual’s staff talents in organizations. **(15 MARKS)**

**QUESTION FOUR**

Institution Management depends on Total Quality Management in order to realize productivity. If this is the case, Describe.

1. The reasons why institutions value Total Quality Management

**(8 Marks)**

1. Emerging issues in using Total Quality Management **(7 Marks)**

**QUESTION FIVE**

Explain the process of creating a high performance organization based on the following

a). Considerations in creating a high performance organization **(8 Marks)**

b). Importance of a high performance organization  **(7 Marks)**

**………………………………………………….END………………………………………………….**