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MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS**

**2016/2017 ACADEMIC YEAR**

**FOURTH YEAR FIRST SEMESTER**

**SCHOOL OF BUSINESS AND ECONOMICS**

**BACHELOR OF SCIENCE IN HUMAN RESOURCE MANAGEMENT**

**COURSE CODE: BHR 403**

**COURSE TITLE: CURRENT ISSUES IN HUMAN**

**RESORCE MANAGEMENT**

**DATE: 25TH APRIL 2017 TIME: 2.00PM-4.00PM**

**INSTRUCTIONS TO CANDIDATES**

* ***Answer question ONE (compulsory) and any other THREE***
* ***Question one carries 25 marks***
* ***All other questions carry 15 marks***

*This paper consists of 3 printed pages. Please turn over*

**QUESTION ONE**

**WEPESI CO. LTD.**

The Wepesi Co. Ltd has been in operation for the last two years in Nakuru County. Its objectives are to make sure that the customers receive quality products in the county. The employees of the company had since complained of no policies to cover their areas of operation. The supervisors were not involving employees on purposes of performance appraisal. Employees’ diversity is not taken care of which is the most critical to the organization. When changes are introduced the employees are not involved in the process, hence the employees felt demotivated for any new operations at the work place.

1. Distinguish the following terms;
2. Performance appraisal **(2 marks)**
3. Policy **(2 marks)**
4. The company was not involving employees on purposes of performance appraisal. Examine the consequences of the same. **(6 marks)**
5. Explain the reasons for employees for resisting changes in the company.

**(6 marks)**

1. Employees’ diversity is critical to the organization. Explain the roles of Human Resource in workforce diversity.  **(6 marks)**
2. Critically analyze the sources of policies in the company **(3 marks)**

**QUESTION TWO**

1. The Human Resource Managers failed to recognize the need for developing the employees in the organization. Explain the development methods that are available for the organization. **(6 marks)**
2. Examine the ways Human Resource Managers overcome resistance to change in the organization. **(3 marks)**
3. The employees failed to achieve their targets for lack of training at work place. Examine the training methods that employers may use in the organization. **(6 marks)**

**QUESTION THREE**

1. The Generation Y Com. Ltd has appointed you to head the team on HIV/AIDS awareness at the work place. Examine the benefits of awareness for HIV/AIDS to employees at work place. **(6 marks)**
2. Most employees are faced with challenges during downsizing process. Analyze the role of strategic human resource during downsizing process**. (6 marks)**
3. Outline the benefits of reengineering work processes in the organization. **(3 marks)**

**QUESTION FOUR**

1. The organizations are moving with the new technology in managing Human Resources. Examine critically, the features of computerized human resource Management system. **(6 marks)**
2. Employees require participation in the management process in the organization. Explain the benefits of employees’ participation in the organization. **(6 marks)**
3. Outline various types of policies in the organization. **(3 marks)**

**QUESTION FIVE**

a) KK Com. Ltd has invited participants to attend a workshop on a learning organization. As an expertise, analyze the benefits of a learning organization. **(5 marks)**

b) The Human Resource managers needs to play a key role in employee retention. Examine the role of human resource in strategic employee retention. **(6 marks)**

c) Outline and explain the importance of human resource department in an organization. **(4 marks)**