



MURANG'A UNIVERSITY COLLEGE

(A CONSTITUENT COLLEGE OF JOMO KENYATTA UNIVERSITY OF AGRICULTURE AND TECHNOLOGY (JKUAT))

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF COMMERCE

SPECIAL / SUPPLEMENTARY EXAMINATION FOR THE DEGREE OF BACHELOR OF COMMERCE

UNIT NAME : HUMAN RESOURCE MANAGEMENT

UNIT CODE : HBC 2204

DATE:

TIME ALLOWED – 2 HOURS

INSTRUCTIONS TO CANDIDATES:-

Answer question one (compulsory) and any other two questions

QUESTION 1

- (a) Discuss the importance of human resource management in the contemporary business environment (16 mrks)
- (b) Suggest measures for making orientation successful (10 mrks)
- (c) Enumerate any four causes of indiscipline in an organization (4 mrks)

QUESTION 2

- (a) Describe the procedure that is used for taking a disciplinary action against an errant employee (16 mrks)
- (b) Explain any four methods that may be used for training employees in an organization (4 marks)

QUESTION 3

- (a) An effective interview involves a sequence of steps. Clearly explain each of these steps (10 marks).
- (b) Human resource planners encounter several problems during the process of human resource planning. Discuss any five such problems (10 mrks)

QUESTION 4

What are the causes of industrial accidents and what measures should be taken by an organization to ensure employee safety (20 marks).

QUESTION 5

- (a) Discuss the importance of good human relations in an organization (10 mrks)
- (b) Describe some of the difficulties that may be encountered by a human resource manager during the process of recruitment (10 mrks)