



# **MURANGA UNIVERSITY COLLEGE**

(A constituent College of Jomo Kenyatta University of Agriculture & Technology)

**MAIN CAMPUS**

**ORDINARY UNIVERSITY EXAMINATIONS**

**2014/2015 ACADEMIC YEAR**

**SECOND YEAR SECOND SEMESTER EXAMINATIONS**

**FOR THE DEGREE  
OF  
BPSM, BBIT AND BCOM**

**COURSE CODE: HBC 2204**

**COURSE TITLE: HUMAN RESOURCE MANAGEMENT**

**DATE:**

**TIME:**

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## **INSTRUCTIONS TO CANDIDATES**

Question ONE (1) is compulsory  
Answer THREE (3) questions

MRUC observes ZERO tolerance to examination irregularities

This Paper Consists of 2 Printed Pages. Please Turn Over.

### **QUESTION 1**

- a) Distinctively HRM can be categorized into managerial and operational functions. Describe the functional areas of HRM. (10 Marks).
  
- (b )We used to recruit all our staff locally. Now we must recruit nationally and often internationally. Explain why this has happened.(10 Marks)
  
- (a) Discuss the specific uses of job analysis information ( 10 marks)

### **QUESTION 2**

- a) What are the advantages of a formal orientation program (5 marks)
  
- b) Examine the techniques for improving human relations in an organization (10 marks)
  
- c) Discuss the physical conditions that affect the health of workers (5 marks)

### **QUESTION 3**

- a) Human resource planning has been defined as the process of determining how an organization should move from its current manpower position to its desired manpower position. Discuss the significance of this process to an organization (10 marks)
  
- a) Every organization faces human relation problems because people are complex, different and variable. Enumerate on the causes of poor human relations in an organization (10 marks)

### **QUESTION 4**

- a) Discuss the essentials of a sound disciplinary system (10 marks)
  
- b) You have been consulted by XYZ Company to offer specialized advice on the guiding principles to be followed in designing wage and salary structures for the organization. What is your advice? (10 marks).