



**MURANG'A UNIVERSITY COLLEGE**  
*(A constituent college of Jomo Kenyatta University of Agriculture and Technology)*

**SCHOOL OF BUSINESS AND ECONOMICS**  
**DEPARTMENT OF COMMERCE**

**END OF SEMESTER 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) As organizations become more global, human resource planning has become more important. In the light of this statement, discuss the need and importance of human resource planning (10 mrks).
- (b) You have been appointed as the human resources manager for Wako Industries Limited, a fast growing industry with several branches. It proposes to select management trainees for its different departments. What sources should it explore and how should the trainees be selected (20 mrks)

**QUESTION 2**

- (a) Describe the working conditions affecting employee health (10 mrks)
- (b) Discuss the techniques used for improving human relations in an organization (10 mrks)

**QUESTION 3**

- (a) Explain the essentials of a sound disciplinary system (12mrks).
- (b) Outline the contents of an employee orientation programme (8 mrks)

**QUESTION 4**

- (a) Discuss the main steps involved in carrying out job analysis. (16 marks)
- (b) Highlight any four benefits of training to employees (4 marks)

**QUESTION 5**

- (a) Human resource managers encounter several problems during the process of human resource planning. Suggest ways in which these problems could be overcome (10 marks).
- (b) Discuss the role played by human resource managers in modern organizations (10 mrks)



**MURANG'A UNIVERSITY COLLEGE**  
(A constituent college of Jomo Kenyatta University of Agriculture and Technology)

**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)