



# **MURANG'A UNIVERSITY OF TECHNOLOGY**

## **SCHOOL OF BUSINESS AND ECONOMICS**

### **DEPARTMENT OF HUMAN RESOURCE MANAGEMENT**

**UNIVERSITY ORDINARY EXAMINATION**

**2023/2024 ACADEMIC YEAR**

**FIRST YEAR SECOND SEMESTER EXAMINATION FOR BACHELOR OF**

**SCIENCE IN HRM, BBIT, BCOM AND BPSM**

**BHR 100: FOUNDATIONS OF HUMAN RESOURCE MANAGEMENT**

**DURATION: 2 HOURS**

#### **INSTRUCTIONS TO CANDIDATES:**

1. Answer question one and any other two questions.
2. Mobile phones are not allowed in the examination room.
3. You are not allowed to write on this examination question paper.

## **SECTION A: ANSWER ALL QUESTIONS IN THIS SECTION**

### **QUESTION ONE (30 MARKS)**

- a. State five roles of a human resource manager. (5 marks)
- b. Highlight five causes of indiscipline in the workplace. (5 marks)
- c. Highlight five challenges faced by managers when forecasting human resource needs. (5 marks)
- d. Name five emerging issues in the field of human resource management. (5 marks)
- e. Highlight five external sources of recruitment. (5 marks)
- f. Outline any five biases associated with the performance appraisal process. (5 marks)

## **SECTION B – ANSWER ANY TWO QUESTIONS IN THIS SECTION**

### **QUESTION TWO (20 MARKS)**

- a. Discuss five essentials of a sound wage and salary structure. (10 marks)
- b. Explain the significance of training and development to both the employees and the organisation. (10 marks)

### **QUESTION THREE (20 MARKS)**

- a. Outline five strategies that can be adopted by organisations to manage stress to the workplace. (10 marks)
- b. Highlight five physical factors influencing the health of workers in an organisation set up. (10 marks)

### **QUESTION FOUR (20 MARKS)**

- a. Performance appraisal is a systematic evaluation of an employee's performance. Discuss the six steps involved in this process. (12 marks)
- b. Describe four contents of a formal orientation program that can assist human resource settle in an organisation. (8 marks)