



MERU UNIVERSITY OF SCIENCE AND TECHNOLOGY

P.O. Box 972-60200 – Meru-Kenya

Tel: +254(0) 799 529 958, +254(0) 799 529 959, + 254 (0) 712 524 293,

Website: info@must.ac.ke Email: info@must.ac.ke

University Examinations 2023/2024

SECOND YEAR FIRST SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF BUSINESS ADMINISTRATION, BACHELOR OF COMMERCE AND BACHELOR OF PURCHASING AND LOGISTICS MANAGEMENT

BFB 3200: HUMAN RESOURCE MANAGEMENT

DATE: APRIL 2024

TIME: 2 HOURS

INSTRUCTIONS: Answer question *one* is compulsory any other *two* questions

QUESTION ONE (30 MARKS)

- Describe the functions of human resource management in an organization (10 marks)
- External recruitment is better than internal recruitment. Discuss (10 marks)
- Explain five types of training methods that are readily available for any organization (10 marks)

QUESTION TWO (20 MARKS)

- Discuss five factors to be considered before recruitment is done (10 marks)
- Explain the importance of employees job appraisal (10 marks)

QUESTION THREE (20 MARKS)

- Examine the factors which may hinder motivation of staff in an organization (10 marks)
- Give five reasons why it is important for organization to handle employees disputes as soon as possible. (10 marks)

QUESTION FOUR (20 MARKS)

- a) Assess five trends in human resource management (10 marks)
- b) Giving examples explain why organizations should have a good disciplinary procedure (10 marks)

QUESTION FIVE (20 MARKS)

- a) Define the meaning of labour relations and explain its objectives in the organization (10 marks)
- b) Explain why management development is important in an organization (10 marks)