



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

THIRD YEAR FIRST SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR
OF BUSINESS ADMINISTRATION

BFB 3303: HR MANAGEMENT II

DATE: APRIL 2024

TIME: 2 HOURS

INSTRUCTIONS: Answer question *one* and any other *two* questions

QUESTION ONE (30 MARKS)

- Describe the concept of human resource management (4 marks)
- Explain the meaning of the term rotation, job enrichment and job enlargement as used in job design (6 marks)
- Efficient Human Resource Management can be demonstrated to generate superior organizational performance. Critically evaluate this statement (10 marks)
- Explain five (5) reasons why organizational structures differ from one organization to another (10 marks)

QUESTION TWO (20 MARKS)

- You have been appointed as a Human Resource Manager in a new firm. Your first task is to establish the Human Resources department. Discuss the steps you will take in establishing the department (10 marks)
- Discuss five challenges that managers face in ensuring effective performance evaluation (10 marks)

QUESTION THREE (20 MARKS)

- a) Performance evaluation feedback is an essential component of the performance management process in organizations. Discuss (5 marks)
- b) Human resources policies are key drivers of effective operation and efficiency in human resource management. Explain why this is the case and also describe five specific critical areas which require policies, taking a case of a human resource management department in large Public university in Kenya (15 marks)

QUESTION FOUR (20 MARKS)

- a) Discuss five challenges encountered by Human Resource professionals in the process of discharging their roles (10 marks)
- b) Sound organization structure can help in achieving enterprise objectives. Discuss the importance of a good organization structure (10 marks)

QUESTION FIVE (20 MARKS)

Discuss the relevance of human relation and job characteristics approaches to job design in present management of employees in Kenya (20 marks)