

**MERU UNIVERSITY OF SCIENCE AND TECHNOLOGY**

**P.O. Box 972-60200 – Meru-Kenya**

**Tel: 020-2069349, 061-2309217. 064-30320 Cell phone: +254 712524293, +254 789151411**

**Fax: 064-30321**

**Website:** [**www.must.ac.ke**](http://www.must.ac.ke) **Email:** [**info@must.ac.ke**](mailto:info@must.ac.ke)

**University Examinations 2015/2016**

SECOND YEAR FIRST SEMESTER EXAMINATION FOR THE

DEGREE OF

BACHELOR OF COMMERCE

FIRST YEAR SECOND SEMESTER BACHELOR OF PURCHASING AND SUPPLIES MANAGEMENT

**BFB 3200: HUMAN RESOURCE MANAGEMENT**

**DATE: AUGUST 2016 TIME: 2 HOURS**

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

**QUESTION ONE (30 MARKS)**

1. Explain the following concepts as used in Human Resource Management
2. Job analysis
3. Human Resource Inventory
4. Vestibule Training
5. Job description
6. Job evaluation (10 marks)
7. With use of examples, discuss the working conditions affecting the health of employees in organizations (10 marks)
8. Describe the factors to consider in forecasting the demand for and supply of human resource. (10 marks)

**QUESTION TWO (20 MARKS)**

1. With use of examples, explain Clayton Alderfers ERG theory and how you would use it to motivate workers. (10 marks)
2. What is recruitment? Elucidate the external sources of recruitment that could be available for an organization (10 marks)

**QUESTION THREE (20 MARKS)**

1. Poor industrial relations are harmful for all industrial conflicts reduce labour productivity. In light of this statement, discuss measures which managers can use to improve industrial relations (10 marks)
2. Elucidate the objectives of a performance appraisal in an organization (10 marks)

**QUESTION FOUR (20 MARKS)**

1. You were invited to give a public lecture on wage and salary administration process used by companies in Kenya. Briefly discuss what should be compiled in your write up. (10 marks)
2. Explain the concept of training and development and describe the types of training that could be carried out in an organization (10 marks)

**QUESTION FIVE (20 MARKS)**

1. With use of examples, explain the forms and basis departmentalization that are available for organizations. (10 marks)
2. Discuss the functions of trade unions in organizations. (10 marks)