



# **MAASAI MARA UNIVERSITY**

**REGULAR UNIVERSITY EXAMINATIONS**

**2018/2019 ACADEMIC YEAR**

**FIRST YEAR SECOND SEMESTER**

**SCHOOL OF BUSINESS AND ECONOMICS**

**DIPLOMA IN HUMAN RESOURCE MANAGEMENT**

**COURSE CODE: HRD 009**

**COURSE TITLE: HUMAN RESOURCE MANAGEMENT 1**

**DATE: 17<sup>TH</sup> APRIL 2019**

**TIME: 0830 – 1030HRS**

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**INSTRUCTIONS TO CANDIDATES**

- *Answer question ONE (compulsory) and any other THREE*
- *Question one carries 25 marks*
- *All other questions carry 15 marks*

*This paper consists of 3 printed pages. Please turn over*

## QUESTION ONE

a) The mission of a company is the unique purpose that sets it apart from other companies. Explain four objectives of formulating a company mission statement

**(7 marks)**

b) Describe the following human resources strategies;-

i) Recruitment strategies

**(3 marks)**

ii) Training and development strategies

**(3 marks)**

c) Management by objectives (MBO) is a philosophy based on converting organizational objectives into personal objectives.

i. Explain two benefit of MBO to an organization.

**(2 marks)**

ii. Describe the MBO process

**(6 marks)**

d) A human resource practitioner performs a key role in the organization.

Discuss the following roles of HR practitioners

i. Business partners role

**(2 marks)**

ii. Strategist role

**(2 marks)**

## QUESTION TWO

a) Human resources services are increasingly being purchased from external sources. State and explain two reasons for outsourcing the HR services

**(4 marks)**

b) Explain two problems associated with outsourcing HR services **(4 marks)**

c) There are two basic approaches to the formulation of human resource strategies, describe the empirical needs- based approach of HR strategy

formulation

**(7 marks)**

### **QUESTION THREE**

a) Changes in business environment present a number of competitive challenges to organizations which mean that the human resource function has to be involved in helping to build new capabilities. Discuss four challenges facing human resource management **(8 marks)**

b) State the competencies required of human resource professionals **(7 marks)**

### **QUESTION FOUR**

a) Performance measure provides feedback information to manager and individuals. State the guidelines for defining individual performance measures **(5 marks)**

b) Explain the classification of performance measure **(5 marks)**

c) Objectives of performance requirement should cover all aspects of the job. State the characteristic of good objectives. **(5 marks)**

### **QUESTION FIVE**

a) Performance contracts have gained prominence in both public and private sector. Discuss the contents of a performance contract. **(8 marks)**

b) Briefly describe the Strategic human resource management process . **(7 marks)**