



MAASAI MARA UNIVERSITY

REGULAR UNIVERSITY EXAMINATIONS

2018/2019 ACADEMIC YEAR

SECOND YEAR SECOND SEMESTER

SCHOOL OF BUSINESS AND ECONOMICS

**BACHELOR OF SCIENCE IN HUMAN
RESOURCE MANAGEMENT**

COURSE CODE: BHR 3207

**COURSE TITLE: KNOWLEDGE AND
TALENT MANAGEMENT**

DATE: 18TH APRIL 2019

TIME: 14.30-16.30

INSTRUCTIONS TO CANDIDATES

Question **ONE** is compulsory

Answer any other **THREE** Questions

This paper consists of **THREE** printed pages

QUESTION ONE

Talent management has gained a lot of attention in the recent times in organizations.

- a) Compare and contrast knowledge management and talent management
(5mks).
- b) Using relevant examples explain the reasons for this trend **(10mks).**
- c) Discuss the challenges that organizations face while undertaking talent management
(10mks)

QUESTION TWO

Success in talent management can only occur if there is an effective way of measuring employee performance.

- a) Justify this statement by discussing the importance of measuring employee performance
(6mks).
- b) Using relevant examples discuss three strategies of measuring employee performance in an organization
(9mks).

QUESTION THREE

Talent development among employees can only be enhanced if there is an effective motivation strategy within an organization.

- a) Discuss three theories that form the basis of motivation of employees
(6 mks).
- b) Using relevant examples demonstrate ways of motivating employees as an individual and as a grouping an organization
(9 mks).

QUESTION FOUR

Organizations which have a talent management policy and guidelines are far much better in talent management than the ones that have none.

a) Describe why you think it is important to have a talent management policy and guidelines in an organization **(5mks).**

b) Discuss the key considerations in establishing a talent management policy and guidelines in an organization **(10mks)**

Using relevant examples give explanations on how the following strategies promote talent and knowledge management in an organization.

a) Career Development Strategy **(5mks)**

b) Employee Engagement Strategy **(5mks)**

c) Employee Retention Strategy **(5mks)**



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**BACHELOR OF SCIENCE IN HUMAN
RESOURCE MANAGEMENT**

COURSE CODE: BHR 2207

COURSE TITLE: EMPLOYMENT RELATIONS

DATE: 24TH APRIL 2019

TIME: 1100 - 1300HRS

INSTRUCTIONS TO CANDIDATES

- Question **ONE** is compulsory
- Answer any other **THREE Questions**

This paper consists of **TWO** printed pages

QUESTION ONE

The use of the word employee relation rather than industrial relations is not by chance.

- a) Using relevant examples discuss briefly this statement **(5mks)**
- b) Human Resource Management is centered on employee relations. Discuss **(10mks).**
- c) Explain strategies you can employ to promote sound employee relations in an organization **(10mks).**

QUESTION TWO

One cannot claim to have done employee relations course without having a proper understanding of the Kenya labour laws. Explain the key provision of the six Kenya labour laws **(15mks).**

QUESTION THREE

As much as the decision to form and join a trade union is voluntary it is important for all employees to belong to one since the merits outshine the demerit. Discuss **(15mks).**

QUESTION FOUR

During negotiations between the employer and the employees sometimes an impasse occurs which necessitate the inclusion of a third party. Using relevant examples explain three types of third party interventions **(15mks).**

QUESTION FIVE

Organizations are bound to experience grievances most of the times and therefore must constantly devise strategies of handling them.

- a) Explain the various types of grievances that exist in an organization **(6mks)**
- b) With the help of a diagram describe a typical grievance handling procedure in an organization **(9mks).**

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