



MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS
2023/2024 ACADEMIC YEAR
FIRST YEAR FIRST SEMESTER**

**SCHOOL OF BUSINESS AND ECONOMICS
MASTER OF BUSINESS ADMINISTRATION**

**COURSE CODE: MBA 8103
COURSE TITLE: HUMAN RESOURCE
MANAGEMENT**

DATE: 9/2/2024

TIME: 1100-1300 HRS

INSTRUCTIONS TO CANDIDATES

ALL Question CARRY EQUAL MARKS

Answer any **THREE Questions**

MBA 8103: HUMAN RESOURCE MANAGEMENT

QUESTION ONE

Talek Sugar Company Limited has been in operation for the last two years having been founded in 2016 with a total of 400 employees of which 100 are permanent employees and 300 casual labourers. The company has been facing a lot of industrial unrest since its inception and currently the company has been closed down due to an on-going standoff between the management and employees. The company has been operating without a Human Resource department where all human resource matters are handled by the operational manager. In addition the employees are not allowed to join any trade union. During this trying time for the company you have been approached to give professional advice as a Human Resource Consultancy to provide a lasting solution to the constant un-rest in Talek Sugar Company.

a) Discuss the importance of having Trade union representation at Talek Sugar Company. **(10 mks)**

b) Explain the essence of establishing a Human Resource Department at Talek Sugar Company Ltd. **(10mks).**

QUESTION TWO

In contemporary organizations attracting motivating and maintaining Human Resource is at the core of Human Resource Management.

a) Describe the evolution of Human Resource Management **(10mks).**

b) Explain five avenues of motivating employees in an organization **(10mks)**

QUESTION THREE

You have been newly hired as a Human Resource Director at Tumaini chain of supermarkets and your first assignment is to come up with strategies of reducing litigation issues the organisation is facing. You have been informed that Omollo and Co. Advocates have been handling labour related cases of Tumaini Supermarket for the last 10 years. After approaching them you realize most of the cases could have been avoided if the Human Resource Department was proactive.

a) Explain with relevant examples the role of Human Resource Department in reducing labour related court cases. **(10mks)**

b) Describe briefly the five labour laws that govern Human Resource management in organizations. **(10mks).**

QUESTION FOUR

Muraya is the founder and sole Director of Muraya and Sons engineering workshop which has a total of 60 employees which include drivers, secretary, supervisors and engineers. Muraya has no standardized way of remunerating his workers and most of them are paid based on how close you are to Muraya and in some instances depending on his mood during the pay-check day. this has lead to most of the employees being demoralized and some very resourceful employees have left his company to join a rival company that has been established recently. Muraya after realizing you are pursuing Masters at Maasai Mara University related to Human Resource Management has approached to advise him on performance management.

- a) Explain the key considerations in a reward system to ensure fair and equitable remuneration of employees in an organization. **(10mks)**
- b) Using relevant examples suggest FIVE ways that Muraya can use to measure performance of his employees **(10mks).**

QUESTION FIVE

The rating of the importance of the Human Resource Department in an organisation can be gauged by looking at where the department has been placed in the hierarchy of the organisation.

- a) with examples give reasons why in some of organizations Human Resource Function is related lowly. **(10mks)**
- b) Justify why the Human Resource Department should be rated highly and be at helm of management of any organization. **(10mks).**

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