# GARISSA UNIVERSITY COLLEGE

*(A Constituent College of Moi University)*

**UNIVERSITY EXAMINATION 2016/2017 ACADEMIC YEAR <u>ONE</u> <u>FIRST</u> SEMESTER EXAMINATION**

**SCHOOL OF BUSINESS AND ECONOMICS**

**FOR THE DEGREE OF MASTERS OF BUSINESS MANAGEMENT**

**COURSE CODE: MBA 803**

**COURSE TITLE: HUMAN RESOURCE MANAGEMENT**

**EXAMINATION DURATION: 3 HOURS**

**DATE: 28/05/17**                                    **TIME: 2.00-5.00 PM**

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**INSTRUCTION TO CANDIDATES**

- **The examination has SEVEN (7) questions**

- **Question ONE (1) is COMPULSORY**

- **Choose any other THREE (3) questions from the remaining FIVE (5) questions**

- **Use sketch diagrams to illustrate your answer whenever necessary**

- **Do not carry mobile phones or any other written materials in examination room**

- **Do not write on this paper**

**This paper consists of TWO (2) printed pages**                    *please turn over*

## QUESTION ONE (COMPULSORY)

(a) Describe any four services offered by the business process outsourcing (BPO)   **[12 Marks]**

(b) Explain four methods of job analysis   **[8 Marks]**


## QUESTION TWO

(a) Narrate any five future challenges before managers   **[10 Marks]**

(b) Design a successful management development program for a newly established entity **[10 Marks]**


## QUESTION THREE

(a) Distinguish between back office and front office outsourcing   **[2 Marks]**

(b) Describe any three types of human resource planning techniques   **[9 Marks]**

(c) Explain any three off the job training techniques   **[9 Marks]**


## QUESTION FOUR

a)  Discuss the various Traditional Methods of Performance Appraisal   **[12 Marks]**

b)  Outline the essentials of an effective performance appraisal system   **[8 Marks]**

## QUESTION FIVE

(a) Explain any five areas of human resource planning   **[10 marks]**

(b) Outline five qualifications for human resource planning in a new establishment   **[10 marks]**

## QUESTION SIX

(a) Write short notes on the following terms

    i.   Job description   **[4 marks]**

    ii.  Job specification   **[4 marks]**

    iii. Job design   **[4 marks]**

(b) Outline four kinds of information provided during job analysis   **[8 marks]**

## QUESTION SEVEN

(a) Explain six various external sources of recruitment in a big organization   **[12 marks]**

(b) Carefully design an ideal selection procedure to be followed in a big industrial concern **[8 marks]**