



(University of Choice)

# MASINDE MULIRO UNIVERSITY OF SCIENCE AND TECHNOLOGY (MMUST)

**UNIVERSITY EXAMINATIONS**

**2021/2022 ACADEMIC YEAR**

**SUPPLEMENTARY EXAMINATIONS**

**FOR DIPLOMA IN BUSINESS ADMINISTRATION**

**COURSE CODE: DBA 108**

**COURSE TITLE: PRINCIPLES OF HUMAN RESOURCE  
MANAGEMENT**

**DATE: TUESDAY, 2<sup>ND</sup> AUGUST 2022 TIME: 2:00 – 4:00PM**

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## **INSTRUCTIONS TO CANDIDATES**

- 1. ANSWER QUESTION ONE AND ANY OTHER TWO QUESTIONS**
- 2. DO NOT WRITE ANYTHING ON THE QUESTION PAPER**

**TIME: 2 HOURS**

MMUST observes ZERO tolerance to examination cheating

This Paper Consists of 3 Printed Pages. Please Turn Over.

### QUESTION ONE

- a) Briefly discuss the tasks involved in staffing as a function of HRM (6marks)
- b) Most organizations are going Global, what are the competencies which international managers serving in a multinational environment should possess (8marks)
- c) Explain the causes of loss of working hours (8marks)
- d) In order to get a job done, all one needs to do is to “pay workers a salary to do it”. Why is this no longer acceptable in modern Human Resource Management (8marks)

### QUESTION TWO

a) In the last two years XYZ Company has been sourcing its employees externally. This was after discarding a policy of always promoting the existing staff when posts fell vacant. A survey has revealed that this approach has enhanced the organization’s effectiveness. As the Human Resource Manager, explain the measures that the organization should take to manage the potential of such employees.

(10marks)

b) Discuss the functions at least FIVE functions of Management (10 Marks)

### QUESTION THREE

a) Motivation is the process of causing a drive in the individual to give the best performance. It’s the psychological process that gives behaviour, purpose and direction. It’s a decision making process through which individuals chooses outcomes and sets in motion the behaviour.

Explain why employees needs to be motivated Suggest the methods you would use to gather information on compensation and rewards (10marks)

b) Explain the objective of an induction programme (10 Marks)

#### QUESTION FOUR

a) What are the limitations of using True/ False statements as a method of evaluating training programmes (10marks)

b) Most organizations are going Global, what are the competencies which international managers serving in a multinational environment should possess

(10marks)

#### QUESTION FIVE

Money is not the only motivating factor.” Define and explain in terms of Extrinsic and Intrinsic in line with this context

(10 Marks)

b) Briefly discuss steps involved in staffing as a management function

(10 Marks)

