



THE CATHOLIC UNIVERSITY OF EASTERN AFRICA

A. M. E. C. E. A

P.O. Box 62157

00200 Nairobi - KENYA

Telephone: 891601-6

MAIN EXAMINATION

JANUARY – APRIL 2019 TRIMESTER

FACULTY OF COMMERCE

MBA REGULAR PROGRAMME

CMH 520: HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT

Date: APRIL 2019

Duration: 3 Hours

INSTRUCTIONS: Answer any FOUR Questions

- Q1. An organizations Vision statement is about what the organization wants to become. It should resonate with all members of the organization and help them feel proud, excited, motivated and part of something much bigger than themselves. With reference to the Mission and Vision of the Catholic University of eastern Africa, demonstrate how the two statements can be used to effectively to motivate, excite, resonate with all members and make the staff and students proud of their organization. **(15 marks)**
- Q2. A human resource manager has the sensitive responsibility of taking care of the most important asset of the organization and is rightfully referred to as “*A jack of all trades*”. Using clear and relevant examples discuss comprehensively the various functions performed by the human resource managers using the Catholic University of Eastern Africa as your reference and show how these functions if not well performed can lead to numerous problems in relation to the performance of the organization. **(15marks)**
- Q3. Human resource management and development is a planned and continuous effort by the management to improve the competency levels of individuals and organizational performance
Mathis and Jackson 2000:317 defined training as a learning process whereby people acquire capabilities to aid the achievement of organizational goals.” With this knowledge in mind, discuss the strengths and weaknesses of the following theories of learning.

- a) Reinforcement theory of learning
 - b) Experiential learning theory
 - c) Demonstrate how the two theories can be used to develop employees in the work place **(15 marks)**
- Q4. Many organizations in the world today spend a lot of time and money in team building meetings, seminars, retreats, workshops and activities but unfortunately all these end up being deemed as failures.
As an effective human resource manager suggest and discuss the most effective strategies you can use as a successful team building check list. **(15marks)**
- Q5. The most basic function of any human resource manager is to get the most out of their employees, But sometimes HR managers make bad decisions or develop bad habits that actually undermine the abilities of their staff to do quality work.
As one who wants to distinguish themselves as an effective HR managers discuss the strategies you will use to avoid the bad management traps that could keep you from effectively managing employees and projects. **(15 marks)**

END