



THE CATHOLIC UNIVERSITY OF EASTERN AFRICA

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MAIN EXAMINATION

JANUARY – APRIL 2014 TRIMESTER

FACULTY OF COMMERCE

DEPARTMENT OF MARKETING AND MANAGEMENT

EVENING PROGRAMME

CMH 311: HUMAN RESOURCE MANAGEMENT

Date: APRIL 2014

Duration: 2 Hours

INSTRUCTIONS: Answer Question ONE and ANY OTHER TWO Questions

- Q1. a) Employees work for rewards and money is probably the most important reward. Using relevant illustrations, discuss the characteristics of effective pay systems. **(10 marks)**
- b) Describe the process involved in strategic human resource planning (SHRP) and the possible outcomes of the process. Use relevant examples. **(20 marks)**
- Q2. Training methods are often classified as being on-the-job or off-the-job, and self-paced or trainer-paced. With the help of suitable illustrations, describe the main on-the-job and off-the-job training methods as you outline the circumstances under which they are used. **(20 marks)**
- Q3. Using relevant examples, explain why employees join labour unions. **(20 marks)**
- Q4. a) Briefly elaborate on **FIVE** health issues that affect contemporary employees. Use suitable examples. **(10 marks)**

- b) List and briefly explain **FIVE** conditions that justify summary dismissal. **(10 marks)**

END