



THE CATHOLIC UNIVERSITY OF EASTERN AFRICA

A. M. E. C. E. A

CITY CAMPUS

P.O. Box 62157
00200 Nairobi - KENYA
Telephone: 891601-6
Fax: 254-20-891084
E-mail: academics@cuea.edu

MAIN EXAMINATION

JANUARY – APRIL 2014 TRIMESTER

FACULTY OF COMMERCE

MBA- PROGRAMME

CMH 619: CASES IN HUMAN RESOURCE MANAGEMENT

Date: APRIL 2014

Duration: 3 Hours

INSTRUCTIONS: Attempt ANY FOUR Questions

- Q1. Contemporary businesses operate in a turbulent environment. Consequentially, strategic planning has become indispensable. More specifically, HR managers are required to develop strategic human resource plans. Advise your managing director on the main elements to include in his firm's five-year strategic human resource plan. **(25 marks)**
- Q2. Given the deceptive nature of some people, HR professionals may need to administer additional tests in the process of recruiting employees. Using a practical situation, discuss the factors that should be considered when deciding whether to administer or not to administer pre-employment tests on employees. Explain **FIVE** such tests as you elaborate on how they can be administered. **(25 marks)**
- Q3. Discuss the relevance and range of incentives and benefits that HR managers can administer to individuals, groups and to a whole organization. To what extent can these incentives and benefits contribute to organizational performance? **(25 marks)**

Q4. Explain **FIVE** issues that employees tend to be counseled on. In your response, elaborate on **FIVE** steps involved in a counseling exercise.

(25 marks)

Q5. Managers require decision making, interpersonal, job knowledge, general knowledge and organizational knowledge skills. Discuss the methods you can use to develop these skills in managers.

(25 marks)

END