



THE CATHOLIC UNIVERSITY OF EASTERN AFRICA

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MAIN EXAMINATION

MAY – JULY 2016 TRIMESTER

FACULTY OF COMMERCE

MBA REGULAR / EVENING / ODEL PROGRAMME

CMH 520: HUMAN RESOURCES MANAGEMENT AND DEVELOPMENT

Date: JULY 2016

Duration: 3 Hours

INSTRUCTIONS: Answer ALL Questions

- Q1. Read the attached case study Hindustan Liver Limited and answer the questions that follow.
- i What type of selection should be adopted by the company? **(3 marks)**
 - ii What is considered in time of screening the application form? **(2 marks)**
 - iii What is the basic objective of the preliminary interview? **(4 marks)**
 - iv What should be the size of groups for the final selection? **(3 marks)**
 - v What is the information on the basis of which the personal interview is conducted. **(5 marks)**
 - vi Why is a case distributed in advance amongst the candidates in final selection. **(3 marks)**
- Q2. The human resource management function has been changing very quickly over the last two decades. As an expert in this field discuss the major factors influencing HRM. What challenges are HR managers facing as a result of this changing nature of HRM? How would you overcome the challenges? **(20 marks)**
- Q3. a) Discuss the concept and importance of employee / industrial relations in an organization. **(10 marks)**
- b) How would you improve employee / industrial relations in your organization? **(10 marks)**

- Q4. There is a continuing trend towards greater flexibility in the pattern and organization of work. Within the context of HRM critically examine the reasons for this trend and its impact on individual employees and managers. **(20 marks)**

END