



THE CATHOLIC UNIVERSITY OF EASTERN AFRICA

A. M. E. C. E. A

MAIN EXAMINATION

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AUGUST - DECEMBER 2018 TRIMESTER

FACULTY OF COMMERCE

DEPARTMENT OF MARKETING AND MANAGEMENT

REGULAR PROGRAMME

CHD 081: HUMAN RESOURCE POLICY AND PRACTICE

Date: DECEMBER 2018

Duration: 2 Hours

INSTRUCTIONS: Answer Question ONE and ANY OTHER TWO Questions

- Q1. a) Describe the evolution and development stages of human resource management over the Years **(7marks)**
- b) Define the following terms :
i) Human resource policy **(3marks)**
ii) Human resource processes , Practice and procedures**(6marks)**
- c) Explain the difference between
i) A mission statement, A vision statement and A motto **(6marks)**
ii) What are the core values of CUEA ? **(4marks)**
- d) State two advantages of having HR policies in an organization **(4marks)**
- Q2. a) Describe the five emotional intelligence skills that a Human resource manager needs to lead their organizations to success. **(10marks)**
- b) Explain the difference between leadership and management **(10Marks)**
- Q3. a) Discuss the internal and external factors affecting recruitment and how organizations can overcome each of them. **(10 marks)**
- b) Explain the importance of staff training and development **(5marks)**

- Q4. a) Discuss this statement: "**People join organizations but quit managers**"
(10marks)
- b) It is said that a Human resource manager is "**A jack of all trades**" explain this statement by Stating the functions of a Human resource manager in an organization
(10marks)

END