Course Code: MBA806   **Credit Units: 3**
Course Title: Human Resources Management
Time Allowed: 2½ Hours.
Instructions:

1. **Attempt Question 1 and any other three (3) Questions.**
2. **Question 1 is compulsory and carries 25 marks
   while the other 3 Questions carry 15 marks each.**
3. **Show all your calculations for appropriate marks**

1a. Is HRM different from personnel management? Discuss

b. Discuss concept of Human Resource Management

c. What is the importance of job analysis?

2a. Explain why communication is important to the managers

b. Discuss the following

i. Socio-psychological barriers

ii. Perception

iii. Serial distortion

3a. Explain and evaluate the various methods of recruitment

b. Explain the need for selection

4a. Discuss performance management as a core function of human resource management

b. Write short note on the following;

i. Halo effect

ii. Recency effect

iii. Central tendency

iv. Leniency and strictness error

v. Rater bias

5. Explain what training and development are all about and the difference between them

6. Discuss the various content and process theories of motivation