



PAN AFRICA CHRISTIAN UNIVERSITY

**END OF SEMESTER EXAMINATION FOR THE DEGREE OF
MASTER OF BUSINESS ADMINISTRATION**

JANUARY-APRIL

CAMPUS: ROYSAMBU-EVENING

DEPARTMENT: BUSINESS STUDIES

COURSE CODE: MBA 502

COURSE TITLE: HUMAN RESOURCE MANAGEMENT

EXAM DATE: APRIL 2022

TIME: 6.00PM- 9.00PM

INSTRUCTIONS

- Read all questions carefully before attempting.
- Answer question 1 and any other three questions.

SECTION A: Question One (Compulsory)

A look back at Human Resource practices in 2019 and comparing them with today's practice, shows a stark difference. Generative AI like, Chat-Gpt, was still a theory before 2022. As we safely returned to the typical work culture post-COVID-19, the sudden surge of generative AI and other technological advancements catalyzed a massive change in all organizations. HR stays at the forefront of any organizational change, human resources too, is undergoing significant transformations in response to evolving workplace dynamics. Before 2020, HR was mostly focused on traditional personnel management, compliance, and routine administrative tasks. The HR landscape, as of now, has evolved into a strategic partner, leveraging advanced technologies like AI and data analytics to make data-driven decisions. This trend is likely to continue thus calling for a proactive HR approach.

- a) Explain any four emerging global trends that define the future of Human Resource management globally (4 marks)
- b) Critically examine three key aspects of maintenance of human resources in an organization citing relevant examples. (6 marks)

SECTION B: Answer any three Questions

Question Two

- a) Acquisition of the right employees for the right job is a very key to organizational performance. Describe four factors that influence the recruitment process in organizations giving relevant examples (4 marks)
- b) Discuss any three staff onboarding practices adopted by agile organizations globally. (6 marks)

Question Three

- a) Job analysis is a key component of Human resource acquisition. Explain four job analysis methods preferred by Human resource managers (4marks)
- b) Discuss three problems associated with job analysis in the corporate world (6 marks)

Question Four

- a) Human resources are the lifeline of organizations. Briefly explain the importance of Human Resource planning to any organization citing relevant examples
(4marks)
- b) Discuss three key steps in planning an effective training program (6 marks)

Question Five

- a) The rapidly evolving technological landscape has altered management of human capital.
Explain briefly **four** factors influencing global Human Resources acquisition (4 marks)
- b) Critically examine the key role played by Human Resource Information System as a source of competitive advantage for agile business firms (6 marks)

Question Six

- a) Performance Appraisal is considered an investment for the company. Discuss four advantages of appraising employees performance in the corporate world (4 marks)
- b) Discuss the critical role played by knowledge management in the performance of multinational companies (6 marks)

THE END