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**GARISSA UNIVERSITY**

**UNIVERSITY EXAMINATION 2020/2021 ACADEMIC YEAR ONE**

**SECOND SEMESTER EXAMINATION**

**SCHOOL OF BUSINESS AND ECONOMICS**

**FOR THE CERTIFICATE IN BUSINESS MANAGEMENT**

**COURSE CODE: CBM 09**

**COURSE TITLE: HUMAN RESOURCE MANAGEMENT**

**EXAMINATION DURATION: 2 HOURS**

**DATE: 19/08/2021 TIME: 12.00-2.00 PM**

**INSTRUCTION TO CANDIDATES**

* **The examination has FIVE (5) questions**
* **Question ONE (1) is COMPULSORY**
* **Choose any other TWO (2) questions from the remaining FOUR (4) questions**
* **Use sketch diagrams to illustrate your answer whenever necessary**
* **Do not carry mobile phones or any other written materials in examination room**
* **Do not write on this paper**

**This paper consists of TWO (2) printed pages *please turn over***

**QUESTION ONE (COMPULSORY)**

1. Explain five benefits of maintaining healthy human relations in an organization (10 Marks)
2. Outline five limitations of Bureaucracy theory applications in organization (10 Marks)
3. Explain five ways of maintaining healthy human relations in an organization (10 Marks)

**QUESTION TWO**

1. Explain five roles played by a public relations officer in an organization (10 Marks)
2. Explain five factors that influence individual attitudes in an organization (10 Marks)

**QUESTION THREE**

1. Explain five way of enforcing and maintaining ethics in an organization (10 Marks)
2. Many organizations are currently employing human relations officers in their organizations. Explain five roles played by this officer in an organization (10 Marks)

**QUESTION FOUR**

1. Outline five strategies for managing frustrations at individual level in the workplace (10 Marks)
2. Explain various applications of personality in an organization (10 Marks)

**QUESTION FIVE**

1. Many organizations prefer using radios in promoting the publicity of their products. Explain five reasons for preference and choice of this medium (10 Marks)
2. Discuss the scope of public relations in reference to organization of your choice (10 Marks)