



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies

DEPARTMENT OF BUSINESS STUDIES

DIIPLOMA IN HUMAN RESOURCE MANAGEMENT
DIPLOMA IN BUSINESS ADMINISTRATION
DIPLOMA IN BUSINESS MANAGEMENT
DIPLOMA IN ACCOUNTANCY

BHR 2101: HUMAN RESOURCE MANAGEMENT I

END OF SEMESTER EXAMINATIONS

SERIES: APRIL 2015

TIME: 2 HOURS

INSTRUCTIONS:

- This paper consists of **FIVE** questions.
- Answer question **ONE (Compulsory)** and any other **TWO** questions.
- Do not write on the question paper

This paper consists of Two printed pages.

QUESTION 1 (Compulsory)

- a) Voyager Beach Resort is one of the five star hotels located at the Kenyan Coast. It exists in an industry that is so dynamic that sometimes hampers its operations. It has however succeeded in adapting to changes due to its superb human resource planning. Discuss this statement clearly indicating the resort's objectives for conducting human resource planning. **(10 marks)**
- b) You are the Human Resource Manager of Prime Investment Co. Ltd. Describe **FIVE** functions that you will undertake in the company. **(10 marks)**
- c) The people, processes and performance are referred to as the three P's of HRM. Highlight their importance and relevance to the Human Resource Management discipline. **(6 marks)**
- d) Briefly explain **TWO** features of human Resource Planning. **(4 marks)**

QUESTION 2

- a) Outline **FIVE** objectives for recruitment and selection process in an organization. **(10 marks)**
- b) Discuss **FIVE** needs for training and developing employees in an organization. **(10 marks)**

QUESTION 3

- a) Highlight **FIVE** causes for faulty career decisions. **(10 marks)**
- b) Briefly explain **FIVE** factors affecting wage and salary administration. **(10 marks)**

QUESTION 4

- a) Describe **FIVE** advantages of authoritarian management style. **(10 marks)**
- b) Outline **FIVE** functions of communication in an organization. **(10 marks)**

QUESTION 5

- a) Discuss **FIVE** functions of trade unions in an organization. **(10 marks)**
- b) Highlight **FIVE** importance of Occupational Safety and Health. **(10 marks)**