



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies

DEPARTMENT OF BUSINESS STUDIES

DIPLOMA IN HUMAN RESOURCE MANAGEMENT

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) State and explain **FIVE** problems organizations face while conducting human resource planning. **(10 marks)**
- b) State and explain **FIVE** objectives of performance appraisal. **(10 marks)**
- c) State and explain **FIVE** functions of human resource management. **(10 marks)**

QUESTION 2

- a) As the Human Resource Manager identify **FIVE** factors affecting recruitment. **(10 marks)**
- b) As a unionist clearly state **FIVE** rights and liabilities of trade union. **(10 marks)**

QUESTION 3

Discuss in detail with the aid of a diagram the process of communication. **(20 marks)**

QUESTION 4

- a) Technical University of Mombasa has given you a consultant job to evaluate the factors affecting wage and salary administration in the University. State and briefly explain **FIVE** of the factors. **(10 marks)**
- b) Write short notes on the following:
 - i) Resignation **(2 marks)**
 - ii) Discharge **(2 marks)**
 - iii) Retrenchment **(2 marks)**
 - iv) Lay off **(2 marks)**
 - v) Retirement **(2 marks)**

QUESTION 5

- a) Briefly discuss atleast **FIVE** significance of good industrial relations. **(10 marks)**
- b) Human Resource is a very vital asset in any organization and so is training for organization development and success. Briefly give **FIVE** benefits of training. **(10 marks)**