



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies

DEPARTMENT OF BUSINESS STUDIES

DIPLOMA IN HUMAN RESOURCE MANAGEMENT
(YII, SII)

BHR 2201: HUMAN RESOURCE MANAGEMENT II

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) As a human resource officer in an organization discuss **FIVE** ways you can use to make an impact on organizational performance. **(10 marks)**
- b) Explain at least **FIVE** reasons as to why organizations need carry out human resource planning? **(10 marks)**
- c) Discuss **FIVE** advantages of carrying out job analysis in an organization. **(10 marks)**

QUESTION 2

- a) Discuss **FIVE** on-the-job training methods that can be used to train its employees in an organization? **(10 marks)**
- b) State and explain **FIVE** sources of external recruitment in an organization? **(10 marks)**

QUESTION 3

- a) State and explain **FIVE** objectives of performance appraisal in an organization? **(10 marks)**
- b) Discuss **FIVE** sources of industrial disputes in an organization? **(10 marks)**

QUESTION 4

- a) Discuss **FIVE** characteristics of an effective human resource planning in an organization. **(10 marks)**
- b) State and explain **FIVE** factors that can affect recruitment process in an organization. **(10 marks)**

QUESTION 5

- a) Discuss **FIVE** methods that an organization can use to ensure workers participate in organizational matters? **(10 marks)**
- b) Explain **FIVE** reasons for conducting performance appraisal in an organization. **(10 marks)**