# TECHNICAL UNIVERSITY OF MOMBASA
## *Faculty of Business & Social Studies*

DEPARTMENT OF BUSINESS STUDIES


DIPLOMA IN BUSINESS MANAGEMENT


**BHR 2101: HUMAN RESOURCE MANAGEMENT**


SPECIAL/SUPPLEMENTARY EXAMINATIONS

**SERIES:** FEBRUARY 2015

**TIME:** 2 HOURS


**INSTRUCTIONS:**

– This paper consists of **FIVE** questions.
– Answer question **ONE (Compulsory)** and any other **TWO** questions.
**This paper consists of Two printed pages.**

**QUESTION 1 (Compulsory)**

a) The prime role of Human Resource Planning is to ensure that an organization has the right quantity and quality of employees. Briefly explain the **FOUR** stages of the Human Resource Planning process. **(10 marks)**

b) Written communication is one of the main forms of medium for transmission of information. Explain the advantages and dis-advantages of written communication. **(10 marks)**

c) Staff appraisals are all concerned with taking stock of the present situation and reviewing past performances, and planning for the future. Briefly explain **FIVE** specific purposes of performance appraisal. **(10 marks)**

**QUESTION 2**

a) You are the Human Resource Manager in Picklers Limited. Critically discuss the complete selection process for an appropriate candidate. **(10 marks)**

b) Describe what job description is and highlight its main components. **(10 marks)**

**QUESTION 3**

a) What is training? Briefly identify and explain **FIVE** on the job training methods. **(10 marks)**

b) Briefly explain any **FIVE** forms of departmentalization by organizations. **(10 marks)**

**QUESTION 4**

a) Employee compensation is one of the major determinants of employee satisfaction in an organization. Briefly explain any **FIVE** factors affecting wages and salary administration.

**(10 marks)**

b) Motivation is generally termed as the force that compels human beings to action. Explain the Maslow's hierarchy of needs theory in relation to motivation. **(10 marks)**

**QUESTION 5**

a) Explain any **FIVE** objectives of Human Resource Management. **(10 marks)**

b) Briefly explain any **FOUR** leadership styles highlighting their strengths. **(10 marks)**