



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

DEPARTMENT OF BUSINESS STUDIES

HIGHER DIPLOMA IN HUMAN RESOURCE MANAGEMENT

**BHR 3103: PRINCIPLES OF HUMAN RESOURCE MANAGEMENT**

SPECIAL/SUPPLEMENTARY EXAMINATIONS

**SERIES:** FEBRUARY/MARCH 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) Present day human resource management has evolved through various viewpoints. Discuss. **(12 marks)**
- b) Explain the importance of determining the future quality and quantity of workers of any organization. **(10 marks)**
- c) Highlight the factors affecting recruitment of job candidates of an organization. **(8 marks)**

### **QUESTION 2**

- a) Training of workers is cyclic. Discuss. **(10 marks)**
- b) Explain the measures that the management of an organization can put in place in order to improve the effective of the performance appraisal exercise. **(10 marks)**

### **QUESTION 3**

- a) The pay system of Kangaroo Enterprises Ltd is considered a reasonable pay system. Highlight the features of a sound pay system. **(10 marks)**
- b) Every organization should ensure that its employees adhere to the rules and regulations of the organization. Explain the benefits of employee discipline. **(10 marks)**

### **QUESTION 4**

- a) Explain the benefits enjoyed by an organization which promotes its workers. **(10 marks)**
- b) It is important to maintain a conducive climate to ensure good employee relations. Highlight the factors determining the employee relations climate of an organization. **(10 marks)**

### **QUESTION 5**

- a) Management of an organization should do its best to minimize employees' grievances. Explain the measures the management should put in place to minimize grievances. **(10 marks)**
- b) Explain the reasons that would necessitate workers to join a trade union. **(10 marks)**