

TECHNICAL UNIVERSITY OF MOMBASA
SCHOOL OF BUSINESS STUDIES

**DIPLOMA IN BUSINESS ADMINISTRATION, DIPLOMA IN ACCOUNTANCY,
DIPLOMA IN HUMAN RESOURCE MANAGEMENT, DIPLOMA IN BUSINESS
MANAGEMENT**

BHR 2101: HUMAN RESOURCE MANAGEMENT I

END SEMESTER EXAMINATIONS

APRIL 2016 SERIES

TIME: 2 HOURS

INSTRUCTION:

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

QUESTION ONE

- a) You have just been hired as the new HR manager for Titanium base consortium ltd. Describe **FIVE** functions that you will undertake in your designation (10 mks)
- b) Describe **FIVE** features of human resource management (10 mks)
- c) Highlight **FIVE** objectives of recruitment and selection process (10 mks)

QUESTION TWO

- a) State and briefly explain **FIVE** importance of performance appraisal (10 mks)
- b) Discuss **FIVE** prerequisites of career management (10 mks)

QUESTION THREE

- a) Outline **FIVE** functions of communication in an organization (10 mks)
- b) Highlight **FIVE** factors affecting wage and salary administration (10 mks)

QUESTION FOUR

- a) Describe the training and development process (10 mks)
- b) Discuss **FIVE** factors that influence job satisfaction (10 mks)

QUESTION FIVE

- a) Explain **FIVE** objectives of employee welfare (10 mks)
- b) Outline **FIVE** measurement to improve industrial relations (10 mks)