

**TECHNICAL UNIVERSITY OF MOMBASA**  
**SCHOOL OF BUSINESS STUDIES**

**CERIFICATE IN HUMAN RESOURCE MANAGEMENT**

**BHR 1101: HUMAN RESOURCE MANAGEMENT**

**PAPER ONE**

**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) What is human resource management? Explain **FOUR** of its main objectives (10 mks)
- b) Discuss **FIVE** characteristics of a good HR manager (10 mks)
- c) Define human resource planning and outline **FOUR** of its characteristics (10 mks)

### **QUESTION TWO**

- a) Highlight **FIVE** importance of job analysis (10 mks)
- b) Describe **FIVE** objectives of recruitment and selection (10 mks)

### **QUESTION THREE**

- a) Outline the training and development process (10 mks)
- b) State and briefly explain **FIVE** reasons for conducting performance appraisal (10 mks)

### **QUESTION FOUR**

- a) Discuss **FIVE** importance of motivating people (10 mks)
- b) Describe **FIVE** wage and salary administration guidelines (10 mks)

### **QUESTION FIVE**

- a) Outline **FIVE** emerging issues of human resource management (10 mks)
- b) Explain **FIVE** importance of employee welfare (10 mks)