

**TECHNICAL UNIVERSITY OF MOMBASA**  
**END SEMESTER EXAM**  
**BHR 3106 PERSONNEL ADMINISTRATION PAPER TWO**  
**HIGHER DIPLOMA IN HUMAN RESOURCE MANAGEMENT Y1S2**

**QUESTION ONE**

- a) Personnel record keeping implies preserving information in files, documents, or computers to be referred in handling personnel affairs. Discuss the essential qualities of a good personnel record? (10marks)
- b) State and Explain FIVE areas where Human resource information strategy may be used to make strategic decisions in an organization? (10marks)
- c) State and Explain FIVE areas where specific Human resource policies should cover? (10marks)

**QUESTION TWO**

- a) Explain the term performance related pay? (2 marks)
- b) Discuss in detail factors that determine performance related pay in an organization? (18marks)

**QUESTION THREE**

- a) State and Explain FIVE limitations that can cause Human resource policies not to achieve intended objectives in an organization? (10 marks)
- b) State and Explain FIVE provisions that organizations should follow when gathering data on salary survey of an organization?

**QUESTION FOUR**

- a) Differentiate between the following terms;
  - i) NSSF and NHIF (2MKS)
  - ii) P.A.Y.E and IN COME TAX (2mks)
- b) State and Explain EIGHT characteristics of a good wage policy (16 marks)

**QUESTION FIVE**

Explain reasons as to why Human resource Management has attracted the attention of Management professionals? (20marks)