

**TECHNICAL UNIVERSITY OF MOMBASA**  
**END SEMESTER EXAMS**  
**DIPLOMA IN BUSINESS ADMINISTRATION Y2S2**  
**DIPLOMA IN HUMAN RESOURCE MANAGEMENT Y2S2**  
**Human Resource Management II**  
**BHR 2201**

**QUESTION ONE**

- a) State and explain FIVE ways human resource managers can make an impact in organization performance? (10 marks)
- b) State and Explain FIVE characteristics of human resource planning? (10 marks)
- c) State and Explain FIVE ways an organization can use to attract and retain high performing and qualified job candidates? (10 marks)

**QUESTION TWO**

- a) Discuss FIVE importance of Job Analysis to an organization? (10 marks)
- b) State and Explain FIVE factors that influence employment in Kenya? (10 marks)

**QUESTION THREE**

- a) State and Explain FIVE positive effects of employee relations to an organization? (10 marks)
- b) State and Explain FIVE methods of employee separation in an organization? (10 marks)

**QUESTION FOUR**

- a) State and Explain FIVE reasons as to why organizations conduct performance appraisal? (10 marks)
- b) State and Explain FIVE causes of indiscipline among employees in an organization? (10 marks)

**QUESTION FIVE**

- a) Define the term collective bargaining agreement? (2marks)

b) State and Explain the role of the three parties to industrial relations in Kenya? (10 marks)