



# TECHNICAL UNIVERSITY OF MOMBASA

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## SCHOOL OF BUSINESS

### DEPARTMENT OF BUSINESS ADMINISTRATION

#### UNIVERSITY EXAMINATION FOR:

#### DIPLOMA IN LOGISTIC AND TRANSPORT MANAGEMENT

BLT 2101 HUMAN RESOURCES 1: Type unit name.

#### END OF SEMESTER EXAMINATION

**SERIES: DECEMBER 2016**

**TIME: 2 HOURS**

**DATE: Pick Date Dec 2016**

#### Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of **FIVE** questions. Attempt question ONE (Compulsory) and any other TWO questions.

**Do not write on the question paper.**

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#### **Question ONE**

Q1a). Explain the concept of human resources. (10marks)

b). Imagine that you are a member of the management team in the company that you are working.

Q). Explain five types of management styles. (10marks)

c). Explain the functions of Human resources. (10marks)

#### **Question TWO**

Q2). Define recruitment and selection .then explain the sources of internal and external recruitment.

(20marks)

#### **Question THREE**

a) Explain five uses of performance appraisal. (10marks)

b). Explain five methods of employee training. (10marks)

#### **Question FOUR**

Q4a). Explain the following:

- i). Demand forecasting (5marks)
  - ii). Supply forecasting (5marks)
- b). Highlight 5 forms of communication in an organization. (10marks)

#### **Question FIVE**

- Q5a). Explain the parties to industrial relations. (10marks)
- b) .Do we need health and safety in work environment. (10marks)