

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)