



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF BUSINESS

DEPARTMENT OF BUSINESS ADMINISTRATION

UNIVERSITY EXAMINATION FOR:

BBA/BCOM

BHR 4201: HUMAN RESOURCES MANAGEMENT

END OF SEMESTER EXAMINATION

SERIES: DECEMBER 2016

TIME: 2 HOURS

DATE: 21 Oct 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.

Question ONE

- a) The terms Human Resource Management and Human Resources have replaced what was known as Personnel Management when it comes to describing the processes involved in managing people in organizations. Explain major differences and similarities between HRM and Personnel Management. (10 Marks)
- b) Line managers have a major role in influencing employee behaviors and attitudes which reflects on their performance and motivation. Highlight four main areas where line managers can influence people in their management practices. (10 Marks)
- c) The management of people affairs in organizations requires guidelines in form of policies. Discuss the established conditions / qualities that good employment policies should have. (10 Marks)

ANSWER ANY TWO QUESTIONS

Question TWO

- (a) It could be said that recruitment is the most important HR function within a successful organization. What argument would you use to support this view? (10 Marks)

(b) What is a wage? Give Four principles of wage and salary administration. (10 Marks)

Question THREE

(a) The goal of human resource management is to help an organization to meet strategic goals by attracting, and maintaining employees and also to manage them effectively. Explain the Four changing roles the HR plays. (10 Marks)

(b) Highlight the main objectives of Performance Appraisal in an organization. (10 Marks)

Question FOUR

(a) Explain how training can improve the skills of employees which in turn help in increasing employee and customer satisfaction, productivity and eventually organization performance. (10 Marks)

(b) Discuss the importance of HR planning (10 Marks)

Question FIVE

(a) What constitutes a grievance? Discuss effects of Grievance. (10 Marks)

(b) 'Training and development is not always the answer to performance problems.' Discuss (10 Marks)