



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF BUSINESS

DEPARTMENT OF BUSINESS ADMINISTRATION

UNIVERSITY EXAMINATION FOR:

DIPLOMA IN HUMAN RESOURCE MANAGEMENT

DIPLOMA IN BUSINESS MANAGEMENT

DIPLOMA IN BUSINESS ADMINISTRATION

DIPLOMA IN ACCOUNTING

BHR 2101: HUMAN RESOURCE MANAGEMENT I

END OF SEMESTER EXAMINATIONS

SERIES: AUGUST 2019

TIME: 2 HOURS

DATE: Pick Date Aug 2019

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) Explain the importance of determining the future quantity and quality of workers in an organization. (10 marks)

- b) There are several ways in which human resource policies are adopted by organizations. Explain the various ways in which human resource policies emerge. (10 marks)

- c) It is vital for organizations to conduct performance appraisal of its workers. Explain the measures that an organization should put in place to ensure effective performance appraisal. (10 marks)

Question TWO

- a) Explain the benefits enjoyed by an organization that fills its job vacancies using internal recruitment. (10 marks)
- b) Organizations have seen the advantages of training its workers from time to time. Explain the importance of training employees. (10 marks)

Question THREE

- a) Explain the features of a sound pay system. (10 marks)
- b) Most organizations have computerized their human resource record systems. Explain the benefits enjoyed by an organization by doing so. (10 marks)

Question FOUR

- a) Explain the benefits enjoyed by an organization which conducts induction of its new employees. (10 marks)
- b) It is mandatory for organizations to conduct job analysis. Explain the importance of job analysis. (10 marks)

Question FIVE

- a) Many organizations are in favour of panel interviews during selection of job candidates. Highlight the strengths of this form of interviewing job candidates. (10 marks)
- b) The human resource policies of an organization should be written. Identify the importance of having written human resource policies. (10 marks)