TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF BUSINESS

DEPARTMENT OF BUSINESS ADMINISTRATION

UNIVERSITY EXAMINATION FOR:

BBA/BCOM

BHR 4201: HUMAN RESOURCE MANAGEMENT

END OF SEMESTER EXAMINATION

SERIES:AUGUST2019

TIME:2HOURS

DATE:Pick DateAug2019

Instructions to Candidates
You should have the following for this examination
-*Answer Booklet, examination pass and student ID*
This paper consists of **FIVE** questions. Attemptquestion ONE (Compulsory) and any other TWO questions.
Do not write on the question paper.

Question ONE

a) Discuss the types of employment contracts and analyse the benefits of EACH to the employer and the employee. (10 Marks)

b) Explain the term performance management and analyse how it can be used in both appraising and developing employees. (10 Marks)

c) Why has workforce diversity become an important issue in human resource management? (10 Marks)

Question TWO

a) What are the main problems organizations meet in implementing reward strategy and how can they be overcome? (10 Marks)

b) Explain why there has been a shift from an emphasis on industrial relations to employee relation.

(10 Marks)

Question THREE

a) Discuss the contribution of Douglas McGregor Theory X and Theory Y (1960) to human resource management. (10 Marks)

b) Describe the process of the evolution of human resource management. (10 Marks)

Question FOUR

a) Are people always an organization's most valuable asset? Why or why not? (10 Marks)

b) Kasao Ltd is considering setting up a human resource department to manage the staff. Discuss major objectives of human resource management. (10 Marks)

Question FIVE

a) In today's knowledge economy an organization's most valuable asset is its human resources – its employees. Their skills and knowledge, as well as their relationships with key stakeholders. Explain the Human Resource Planning Process. (10 Marks)

b) At the core of any effective training program is correctly identifying what or who needs to be trained. Discuss steps to be followed in carrying out a Training Needs Analysis. (10 Marks)