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: 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) Personal development planning is carried out by individuals with guidance, encouragement and help from their managers. Highlight Four Stages of personal development planning. (10 Marks)

b) Describe the importance of human resource planning? (10 Marks)

c) Discuss FIVE different types of selection tests that an organization can employee in selection. (10 Marks)

Question TWO

a) Critically analyse and evaluate the benefits to a company of five elements of an effective Training and Development Plan. (10 Marks)

b) How are salaries determined? What factors influence internal equity? (10 Marks)

Question THREE

a) Effective recruitment is vital to the success of any organization. Briefly describe how an organization can use recruitment to support its business strategy and objectives. (10 Marks)

b) Why do organizations carry out exit interviews? How can the information gathered be used to improve performance of human resource functions? (10 Marks)

Question FOUR

a) Explain the functions of Federation of Kenya Employers (FKE) (10 Marks)

b) Describe the merits and demerits of job rotation? (10 Marks)

Question FIVE

a) Performance Management is a formal process of self-evaluation through which you can look at your work objectives and performance and assess how successful or otherwise you feel you have been. Illustrate how Does Performance Management Work? (10 Marks)

b) Outline the discipline procedure that would assist in creating good employee relations in an organization. (10 Marks)