



# TECHNICAL UNIVERSITY OF MOMBASA

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## SCHOOL OF BUSINESS

### DEPARTMENT OF BUSINESS ADMINISTRATION

#### UNIVERSITY EXAMINATION FOR:

#### MASTERS IN BUSINESS ADMINISTRATION

#### BHR5101: HUMAN RESOURCE MANAGEMENT

#### SPECIAL/SUPPLEMENTARY EXAMINATION

**SERIES: SEPTEMBER 2018**

**TIME: 3HOURS**

**DATE:** Pick Date Sep 2018

#### Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of Choose No questions. AttemptChoose instruction. **QUESTION IS ONE IS COMPULSORY and ANY OTHER THREE QUESTIONS**

**Do not write on the question paper.**

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#### Question ONE

Why is it important to measure the impact of SHRM? What might be included in a evaluation strategy to measure the impact of SHRM in an organization to achieve strategic integration? (25 Marks)

#### Question TWO

- What is Psychological contract? Discuss the Role of Psychological Contracts in modern organizations. (15 Marks)
- Discuss approaches that can be employed to evaluate human resource function. (10 Marks)

#### Question THREE

- Why are reward management systems critical to strategic human resource management? How can organizations develop reward systems strategically? (15 Marks)
- Human resource management responsibilities require an overlapping set of skills and competencies. (10 Marks)

#### **Question FOUR**

- a) Describe what can managers do to influence/shape culture in modern organizations? (15 Marks)
- b) A manager's use of delegation, if properly planned, can be valuable in achieving organisational objectives and providing development opportunities for those seeking more senior roles. Describe the factors that influence a manager's use of delegation. (10 Marks)

#### **Question FIVE**

- a) Organisations are under constant pressure to produce goods and services, of the right quality and the right price, as and when customers want them. This pressure can often mean that new ways of working have to be found to make the best use of staff and other resources. Discuss the concept of managing flexible work patterns. (15 Marks)
- b) What is Attitude? Discuss the components that make up Attitude. (10 Marks)