



# TECHNICAL UNIVERSITY OF MOMBASA

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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  
ACCOUNTANCY

**BHR 2101/HRM 2101: HUMAN RESOURCE MANAGEMENT I**  
END OF SEMESTER EXAMINATION

**SERIES: JULY 2021**

**TIME: 2 HOURS**

**DATE:** Pick Date Jul 2021

## 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.**

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## QUESTION ONE

- a) Good industrial relations play a pivotal role in the achievement of industrial harmony. In light of this statement, describe **FIVE** measures the management of an organization can take to ensure cordial industrial relations. (10 marks)
- b) Mr. David Kisiangani has been appointed the new Human Resource Manager at Fifth Avenue Insurance Company. State and briefly explain any **FIVE** functions he would perform in his new designation. (10 marks)
- c) Describe any **TWO** objectives of human resource management. (4 marks)

- d) Briefly explain the following terms as used in Human Resource Development.
- i. Training (2 marks)
  - ii. Development (2 marks)
  - iii. Learning (2 marks)

### **QUESTION TWO**

- a) Illustrate **FIVE** advantages of internal sources of recruitment. (10 marks)
- b) State and briefly explain **FIVE** prerequisites of career management. (10 marks)

### **QUESTION THREE**

- a) State and briefly explain **FIVE** factors that influence job satisfaction. (10 marks)
- b) Pangoni Beach Resort is undertaking a manpower planning process. In light of this statement, briefly explain any **FIVE** limitations they are likely to face in the process. (10 marks)

### **QUESTION FOUR**

- a) Describe **FIVE** characteristics of good wage and salary administration. (10 marks)
- b) Identify and explain **FIVE** objectives of performance management. (10 marks)

### **QUESTION FIVE**

- a) Describe any **FIVE** causes of industrial disputes. (10 marks)
- b) Identify and explain **FIVE** benefits of employee welfare services. (10 marks)