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 ACCOUNTANCY

BHR 2101/HRM 2101: HUMAN RESOURCE MANAGEMENT I

END OF SEMESTER EXAMINATION

SERIES: JULY 2021

TIME: 2HOURS

DATE: Pick DateJul2021

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) Madi and Saika Consultancy is a leading corporate training firm in Mombasa. It has been tasked with conducting training on middle level managers at UAP Insurance. Describe the **FIVE** steps the training firm will undertake to implement the training   (10 marks)

b) State and briefly explain the following terms as used in job analysis
   I.   Job Description   (2 marks)
   II. Job Specification   (2 marks)

c) Mr. Sang from Alpha group of companies was recently recognized as the 'Best Human Resource Manager' at the Annual Institute of Human Resource Management Awards. In light of this statement, briefly explain any **FOUR** traits that may have earned Mr. Juma the award. (8 marks)

d) Identify and explain **FOUR** external sources of recruitment (8 marks)

QUESTION TWO

a) Describe the performance management process (10 marks)

b) Explain **FIVE** causes of faulty career decisions (10 marks)

QUESTION THREE

a) Identify and explain **FIVE** objectives of employee welfare services (10 marks)

b) Describe **FIVE** indicators of job satisfaction (10 marks)

QUESTION FOUR

a) State and briefly explain **FIVE** reasons as to why organizations conduct manpower planning (10 marks)

b) Highlight **FIVE** objectives of Occupational Safety and Health programs (10 marks)

QUESTION FIVE

a) Describe **FIVE** functions of trade unions (10 marks)

b) State and briefly explain **FIVE** characteristics of good disciplinary system in an organization (10 marks)