



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF BUSINESS

DEPARTMENT OF BUSINESS ADMINISTRATION

UNIVERSITY EXAMINATION FOR:

DIPLOMA IN BUSINESS ADMINISTRATION

DIPLOMA IN HUMAN RESOURCES MANAGEMENT

BHR 2203: HUMAN RESOURCE MANAGEMENT II

END OF SEMESTER EXAMINATION

SERIES: JULY 2021

TIME: 2 HOURS

DATE: 15 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.

QUESTION ONE

- a) Illustrate **FIVE** operational functions of a Human resource manager in an organization. (10 marks)
- b) State and explain **FIVE** importance of the human resource department in an organization. (10 marks)
- c) Highlight **FIVE** challenges that human resource managers face while executing their day- to- day operations in an organization. (10 marks)

QUESTION TWO

- a) Explain FIVE off-the- job training methods. (10 marks)**
- b) Discuss FIVE steps involved in recruitment and selection process. (10marks)**

QUESTION THREE

- a) State and explain FIVE importance of human resource planning to an organization. (10 marks)**
- b) Highlight FIVE advantages from carrying out performance appraisal in an organization. (10 Marks)**

QUESTION FOUR

- a) Explain FIVE factors that influence pay levels in an organization. (10 marks)**
- b) Discuss FIVE advantages of internal recruitment. (10 marks)**

QUESTION FIVE

- a) Highlight FIVE reasons as to why organizations carry out induction for new employees. (10 marks)**
- b) Explain FIVE reasons why it is important for organizations should fairly reward employees. (10 marks)**