



# TECHNICAL UNIVERSITY OF MOMBASA

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## 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.**

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#### **QUESTION ONE**

- a) Define the term human resource management. 2marks
- b) Explain **FOUR** features of human resource management. (8 marks)
- c) Describe **FIVE** merits of internal recruitment sources to an organization. (10 marks)
- d) Highlight **FIVE** Sources from which a human resource manager can obtain information during job analysis process. (10 marks)

## **QUESTION TWO**

- a) Explain **FIVE** on-the- job training methods. (10 marks)
- b) Discuss **FIVE** importance of performance appraisal. (10marks)

## **QUESTION THREE**

- a) Describe **FIVE** merits of employee orientation process. (10 marks)
- b) Highlight **FIVE** types of employee compensation. (10 Marks)

## **QUESTION FOUR**

- a) Explain any **FIVE** factors that influence pay levels in an organization. (10 marks)
- b) Discuss **FIVE** components of job description. (10 marks)

## **QUESTION FIVE**

- a) Highlight **FIVE** objectives of industrial relations. (10 marks)
- b) Discuss **FIVE** causes of accidents at the work place. (10 marks)