



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF BUSINESS

DEPARTMENT OF BUSINESS ADMINISTRATION

UNIVERSITY EXAMINATION FOR:

DIPLOMA IN SECRETARIAL STUDIES AND OFFICE

MANAGEMENT

BHR 2204: PRINCIPLES OF HUMAN RESOURCE

MANAGEMENT

SPECIAL/SUPPLEMENTARY EXAMINATION

SERIES: Select series NOVEMBER 2022

TIME: 2 HOURS

DATE: 18 Nov 2022

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) Explain any **FIVE** features of Human Resource Management. (10 Marks)
- b) Highlight **SIX** objectives of Human Resource Management. (12 Marks)
- c) You have been hired as the Human Resource Manager at Technical University of Mombasa. Describe **FIVE** Managerial functions you will be expected to perform. (8 Marks)

Question TWO

- a) Discuss any FIVE objectives of Human Resource Planning. (10 Marks))
- b) State and explain FIVE Benefits of Job Analysis . (10 Marks)

Question THREE

- a) Highlight FIVE sources of internal recruitment. (10 Marks)
- b) Enumerate the steps undertaken in the employee training process. (10 Marks)

Question FOUR

- a) Explain the advantages of decentralization in an organization. (10 Marks)
- b) It is the role of managers to ensure they maintain a motivated workforce. Explain FIVE methods managers can use to motivate employees. (10 Marks)

Question FIVE

- a) Distinguish between autocratic and democratic styles of management. (10 Marks)
- b) Explain FOUR steps to be followed when taking disciplinary action. (10 Marks)