



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

END OF SEMESTER EXAMINATION

SERIES: APRIL 2022

TIME: 2 HOURS

DATE: 18 Apr 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 **FIVE** operative functions of Human Resource Managers. (10 Marks)
- b) Describe **FIVE** Advantages of external recruitment. (10 Marks)
- c) The employee selection procedure has to be objective and well-structured to ensure the right candidate is taken for the job. State **FIVE** essential features of a good selection procedure. (10 Marks)

Question Two

- (a) State FIVE objectives of employee training. (10 Marks)
- (b) Highlight FIVE benefits of induction of newly employed staff. (10 Marks)

Question Three

- (a) Explain FIVE principles of good decentralization of functions in an organization. (10 Marks)
- (b) State FIVE objectives of communication in an organization. (10 Marks)

Question Four

- (a) Describe five objectives of career planning. (10 Marks)
- (b) Explain the FIVE steps followed in the process of performance appraisal. (10 Marks)

Question Five

- a) State FIVE Benefits of Employee Welfare. (10 Marks)
- b) Explain FIVE objectives of an industrial relations system. (10 Marks)