



TECHNICAL UNIVERSITY OF MOMBASA
SCHOOL OF BUSINESS

DEPARTMENT OF BUSINESS ADMINISTRATION
UNIVERSITY ORDINARY EXAMINATIONS FOR:

BACHELOR OF COMMERCE

BACHELOR OF BUSINESS ADMINISTRATION

BHR 4201: PRINCIPLES OF HUMAN RESOURCE MANAGEMENT

SERIES: APRIL 2022

TIME: 2 HOURS

DATE: Pick Date 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) During employee performance appraisal, information is required. Describe the groups of people who would provide vital information during this exercise. (10 marks)
- b) Employee turnover is inevitable. Discuss the importance of exit interviews when an employee is leaving an organization. (10 marks)
- c) Elucidate the importance of establishing and implementing proper policies and practices of employee remuneration. (10 marks)

QUESTION TWO

- a) An organization would from time to time conduct job rotation of its workers. Elucidate the benefits derived by an organization that conducts job rotation. (10 marks)
- b) An organization stands to benefit when it has a proper human resource department. Discuss. (10 marks)

QUESTION THREE

- a) The organization you work for as Human Resource Manager has opted to use external recruitment to fill a vacant job post in the organization. Describe the benefits of external recruitment of workers. (10 marks)
- d) Workers of any organization are prone to occupational accidents. Describe the health and safety risks that feature in a manufacturing organization and how to reduce the risks. (10 marks)

QUESTION FOUR

- a) Mr Oktoh is happy that his job has been enlarged. Describe what is meant by 'job enlargement' and explain the attributes of an enlarged job. (10 marks)
- b) An organization that seeks to grow should conduct proper training and development of its workers. Discuss. (10 marks)

QUESTION FIVE

- a) The management of every organization should strive to reduce poor labour relations between management and employees. Describe the sources of poor labour relations in an organization. (10 marks)
- b) As the human resource manager of an international organization, you have suggested to the top management of the organization that workers should be provided with uniforms. Discuss. (10 marks)