



TECHNICAL

UNIVERSITY OF MOMBASA

SCHOOL OF BUSINESS

DEPARTMENT OF BUSINESS ADMINISTRATION

UNIVERSITY EXAMINATION FOR:

BACHELOR OF BUSINESS ADMINISTRATION

BACHELOR OF COMMERCE

BHR 4201: PRINCIPLES OF HUMAN RESOURCE MANAGEMENT

END-OF-SEMESTER EXAMINATION

SERIES: DECEMBER 2024

TIME: 2 HOURS

DATE: DECEMBER 2024

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** and any other **TWO** questions from this paper.

Do not write on the question paper.

Question ONE (Compulsory)

- a) Explain five roles of an HR manager in an HR Department. **(5 marks)**
- b) Describe the benefit of an effective performance appraisal system for an organization. **(5 marks)**
- c) Describe any FIVE causes of industrial disputes. **(10 marks)**
- d) Examine FIVE career management objectives. **(5 marks)**
- e) The importance of an occupational health and safety (OHS) policy in an organization cannot be overstated. Describe FIVE key reasons why having a comprehensive OHS policy is crucial. **(5 marks)**

Question TWO

- a) An effective human resource planning process helps organizations maximize human capital and build a future-ready workforce. Describe the HR planning process. **(12 marks)**
- b) Define recruitment and identify the internal and external factors that affect recruitment? **(8 marks)**

Question THREE

- a) Human resource theories outline how management procedures and organizational structures can positively or negatively influence employee behavior. By understanding organizational behavior and HR theories and applying them to business practices, entrepreneurs can boost employee productivity and innovation, and decrease employee turnover. In relation to the statement, provide concise explanations of the following THREE HR theories and their impact on human behavior. **(12 marks)**
- i. Social Exchange Theory
 - ii. Expectancy Theory (Vroom's Expectancy Theory)
 - iii. Goal-Setting Theory
- b) Explain TWO On-the-job and TWO off-the-job training methods? **(8 marks)**

Question FOUR

- a) Describe FIVE objectives of industrial relations in an organization. **(10 marks)**
- b) Discuss FIVE key factors that affect wage and salary administration in an organization. **(10marks)**

Question FIVE

- a) Describe the benefit of a harmonious relationship between management and union. **(10 marks)**
- b) Employee welfare is a critical aspect of human resource management and has significant importance for both employees and the organization. Discuss the importance of employee welfare. **(10marks)**