



TECHNICAL UNIVERSITY OF MOMBASA

School of Business

Department of Business Administration

UNIVERSITY EXAMINATION FOR:

BACHELOR OF COMMERCE

BACHELOR OF BUSINESS ADMINISTRATION

BHR4304: HUMAN RESOURCE ADMINISTRATION

END OF SEMESTER EXAMINATION

SERIES: APRIL 2025

TIME: 2 HOURS

DATE: 29 Apr 2025

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) What is a File in HRM? Discuss the contents of a file in HRM. (10 marks)
- b) At Margaret Spencer's recent interview for position of records manager at Alis & Burn Co. Ltd; a panel member asked what her duties would be if she was offered the position. What answer would you expect from her if you were part of the panel interviewing her? (10 marks)
- c) More than ever, the companies that succeed are those where HR and IT work in conjunction. Elucidate on the Five Components of HR Information Systems. (10 marks)

Question TWO

- a) Establishment of a filing routine is essential to avoid misfiling and misplacement of files. Discuss steps in the filing routine. (10 marks)
- b) In modern business, having well-defined HR policies is not just a best practice; it's essential. Give an overview of key employment policies in Kenya. (10 marks)

Question THREE

- a) Many managers will tell you that the employees of a company are its most important asset. Analyze benefits that accrue in developing an effective wages and salary system. (10 marks)
- b) Choosing an HRIS is an important decision that may influence if certain business goals. Discuss factors that should be considered in choosing HRIS system in an organization. (10 marks)

Question FOUR

- a) Highlight the general guidelines to the documentation that you retain in your organization's personnel records. (10 Marks)
- b) Discuss fundamental principles of record keeping that an organization should employ. (10 marks)

Question FIVE

- a) Records storage equipment and supplies guarantee safety during their useful life. Discuss record management equipment's systems that an organization can use. (10 marks)
- b) A manual filing system involves physically organizing and storing documents using folders, file cabinets, and labels. Evaluate the pros and cons of using a manual filing system in an organization. (10 marks)

Critically evaluate the role that culture (organizational and national) can play in facilitating or inhibiting knowledge sharing. Support your answer with relevant examples