



# TECHNICAL UNIVERSITY OF MOMBASA

*Faculty of Business & Social Studies*

DEPARTMENT OF BUSINESS STUDIES

DIPLOMA IN BUSINESS ADMINISTRATION II

## **BHR 2204: HUMAN RESOURCE MANAGEMENT II**

END OF SEMESTER EXAMINATIONS

**SERIES:** AUGUST 2013

**TIME:** 2 HOURS

### INSTRUCTIONS:

- This paper consists of **FIVE** questions.
- Answer question **ONE (Compulsory)** and any other **TWO** questions.

***This paper consists of Two printed pages.***

### QUESTION 1 (Compulsory)

- a) Collective bargaining is a process. Explain the steps followed during collective bargaining. **(10marks)**
- b) One of the causes of accidents at the work place is fire. Highlight the suggestions that you would give management of an organisation on how to reduce accidents which occur due to fire. **(10marks)**
- c) Vroom was one of the contributors to the theory of motivation. Explain the application of various theory by management of an organisation. **(10marks)**

### QUESTION 2

- a) These are basically two approaches to be used when disciplining workers. Explain the **benefits** of positive discipline. **(10marks)**
- b) Explain the reasons that lead the management of an organisation to promote its workers to higher job positions from time to time. **(10marks)**

### QUESTION 3

- a) Explain the aspects/ points to bear in mind before conducting job rotation. **(10marks)**
- b) Highlight the objectives of trade unions being formed. **(10marks)**

### QUESTION 4

- a) Indiscipline of workers may arise due to various causes. Explain the causes of indiscipline among workers. **(10marks)**
- b) Explain the measures that the management of an organisation can take in order to reduce occupational accidents. **(10marks)**

### QUESTION 5

- a) **Highlight the strengths that the organisation stands to enjoy by conducting job evaluation.** **(6marks)**
- b) Identify the features that a sound pay system for workers should possess. **(10marks)**