



TECHNICAL UNIVERSITY OF MOMBASA

Faculty of Business & Social Studies

DEPARTMENT OF BUSINESS STUDIES

DIPLOMA IN HUMAN RESOURCE MANAGEMENT

BHR 2204: HUMAN RESOURCE MANAGEMENT

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) Every organization needs to make the best of its resources enduring human resources which must be maintained at adequate levels.
Explain FIVE objectives human resource planning intends to achieve. (10marks)
- b) Explain briefly FIVE characteristics of good human resource policies of an organisation. (10marks)
- c) Explain briefly what you understand by job analysis and outline its various uses. (10marks)

QUESTION 2

- a) Selection of suitable candidates can only be effective where adequate number of prospective employees have been attracted. Briefly describe what you understand by recruitment, lighting the steps in the recruitment may process. (10marks)
- b) Describe FIVE psychological tests used in the selections process. (10marks)

QUESTION 3

- a) Newly hired employees are likely to leave the organisation in the early months of years unless they are effectively inducted.
Explain any FIVE factors emphasizing the necessity of induction. (10marks)
- b) Explain FIVE limitations of computerized personnel records. (10marks)

QUESTION 4

- a) Human resource managers as specialized perform operative functions in conjunction with general managerial functions.
Explain briefly the resourcing operative function outlining the various activities involved. (12marks)
- b) Explain the objectives of a good wage and salaries programme of any organization. (8marks)

QUESTION 5

- a) Explain FIVE circumstances a dismissal could be termed as unfair to the employee. (10marks)
- b) Write short notes on the following
- i) Forecasting Human resource (4marks)
 - ii) Definition of human resource management. (2marks)
 - iii) Performance appraisal (2marks)
 - iv) Job evaluation (2marks)