



TECHNICAL UNIVERSITY OF MOMBASA

Faculty of Business & Social Studies

DEPARTMENT OF BUSINESS STUDIES

UNIVERSITY EXAMINATIONS FOR DEGREE IN
MASTERS OF BUSINESS ADMINISTRATION

BHR 5101: HUMAN RESOURCE MANAGEMENT

END OF SEMESTER EXAMINATIONS

SERIES: AUGUST 2013

TIME: 2 HOURS

INSTRUCTIONS:

– Answer Question **ONE (Compulsory)** and any other **TWO** questions.

This paper consists of Two printed pages

QUESTION 1 (Compulsory)

- ‘A good Human Resource Manager is no longer just a hirer and firer of employees. But in the new economy characterized by global competition information technologyetc the role of the ‘Human Resource Manager has become quite comprehensive’’. Discuss. (15marks)
- Examine the role of performance appraisals in organizations and explain how performance appraisal systems create a performing organisation. (10marks)

QUESTION 2

- As a recruitment manager of a large consumer durable manufacturing company in Kenya how will you recruit for entry level positions in various departments. (10marks)
- In the current volatile business environment how relevant is the concept of Human Reosurce planning for the organizations. Explain your views with suitable illustrations. (15marks)

QUESTION 3

What are the similarities and differences between employee empowerment and worker participation in management? Explain with suitable examples how empowerment is a useful concept for modern management. (25marks)

QUESTION 4

- a) How will you identify the training needs of a multinational company? Explain with reference to all levels of staff. (15marks)
- b) Differentiate between Job analysis Job description and Job evaluation and explain how Job analysis is useful for Human Resource management practices. (10marks)

QUESTION 5

Certain research evidence indicate that in government services real wages for the lower hierarchical grades e.g clerical have improved overtime and are more competitive to the, while the real wages for the higher hierarchical grades(e.g professional staff) have either eroded overtime and are non-competitive as compared to the private sector. As a result government services have become very unattractive to well qualified and competent people. What in your opinion should be the characteristics of a compensation system, which will attract, motivate and retain competent and capable human resource in the public sector. What principles guidelines would be useful in developing and managing such compensation system? (25marks)