



THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

Faculty of Business & Social Studies

DEPARTMENT OF BUSINESS STUDIES

BACHELOR OF BUSINESS ADMINISTRATION

HBC 2203: PRINCIPLES OF HUMAN RESOURCE MANAGEMENT

END OF SEMESTER EXAMS

SERIES: APRIL/MAY 2010.

TIME: 2 HOURS

INSTRUCTIONS TO CANDIDATES

1. The paper consists of **TWO** sections **A** and **B**.
 2. Answer question **ONE** (compulsory) and any other **TWO** questions from Section **B**.
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SECTION A (Compulsory)

- Q.1 (a) Explain the ways in which Human Resource Management functions assists Line Managers. (10 marks)
- (b) Human Resource Management Planning is one of the most critical tools in managing the workforce. Explain the benefits that would accrue to organizations that adopt long term Human Resource Planning. (10 marks)
- (c) Explain the benefits of negotiating Pay packages with an incoming staff. (10 marks)

SECTION B

(Answer any TWO questions)

- Q.2 (a) Explain the benefits that are drawn by organizations that have put in place a procedure of handling grievances of staff. (10 marks)
- (b) Explain the benefits of setting performance targets for staff. (10 marks)
- Q.3 (a) Discuss the benefits that accrues to organization that provides recreational facilities for its staff. (10 marks)
- (b) Discuss the factors that the Human Resource Managers need to put in place to motivate staff. (10 marks)
- Q.4 (a) As a new Human Resource Manager of Taratibu Co. Ltd., you have come in at a time when there is a lot of tension between Management and workers. Explain the steps that you would take to create a conducive work environment. (10 marks)
- (b) Discuss the benefits of a safe work environment. (10 marks)