

2908/101

**FOUNDATIONS OF HUMAN RESOURCE
MANAGEMENT**

July 2017

Time: 3 hours



**THE KENYA NATIONAL EXAMINATIONS COUNCIL
DIPLOMA IN HUMAN RESOURCE MANAGEMENT**

MODULE I

FOUNDATIONS OF HUMAN RESOURCE MANAGEMENT

3 hours

INSTRUCTIONS TO CANDIDATES

*This paper consists of **SEVEN** questions.*

*Answer any **FIVE** questions.*

All questions carry equal marks.

Write your answers in the answer booklet provided.

Candidates should answer the questions in English.

This paper consists of 2 printed pages.

Candidates should check the question paper to ascertain that both pages are printed as indicated and that no questions are missing.

12345

220

- (a) Explain five circumstances under which an organization may use head hunting when filling management positions.

 - It wants to promote. (10 marks)
 - It wants to do salary transfer.
 - It wants to gather more info. about the person.
 - It wants to employ more people.
 - It wants to gather more info. about the person.

(b) Outline five aspects of a job that should be contained in a job description. (10 marks)

 - Job identification
 - Hazards
 - Supervision
 - Selection with other jobs.
 - Summary
 - Working conditions

(a) Explain five benefits that new employees may derive from going through a job induction programme. (10 marks)

 - Help their fear / nervousness will be relieved.
 - Helps them to interact with other members.
 - Helps them to feel free to interact with other members.
 - Helps them to create a good image of the company.
 - Helps them to feel motivated.
 - Helps them to feel that their morale of work will go high.

(b) Human resource management as a discipline has certain characteristics. Outline five such characteristics. (10 marks)

 - Has many multi-disciplinary
 - Human dignity.
 - People centred
 - Recognition
 - Its a continuous exercise

(a) Give five reasons make it necessary for human resource policies to be clearly displayed in an organization's premises. (10 marks)

 - Create law & order
 - Promote equality & fairness.
 - Ensures dev. & growth.
 - Ensures good flow of communication.
 - Ensures that work standards & rules are followed.

(b) The scientific management approach by Fredrick Taylor advocated for certain principles in relation to human resource management. Explain five benefits that an organization may derive from applying these principles. (10 marks)

 - Improves productivity
 - Reduces costs
 - Leads to satisfaction of employees
 - Helps creates strong relation & cooperation of workers
 - Helps creates strong relation & cooperation of workers

(a) Outline five features that an effective human resource policy should possess. (10 marks)

 - It should be clear & simple.
 - Should enforce legality & compliance.
 - Should create law & order.
 - Should be flexible.
 - Should be clear & simple.

(b) Highlight five limitations of using diaries to collect data for a job analysis exercise. (10 marks)

 - Maybe recorded wrongly.

5 (a)

- Explain five ways in which information provided by job candidates through application blanks may be useful to a human resource manager. (10 marks)

$\omega_{\text{p}} \text{, (b)}$

- Outline five guidelines that should be followed to ensure effective human resource planning in an organization. (10 marks)**

... $\omega_{\text{ext}}(v)\omega_{\text{ext}}(b)$

- Papa Limited is in the process of computerizing its human resource records. Highlight five challenges that the organization may face from this undertaking. (10 marks)

-Resistance from user - Incompatibility - Cost of hardware is higher
- uses electricity - Cost of training personals - Its superior
Give five reasons that make it necessary for a human resource department to be divided into sections (departmental) decentralization. (10 marks)

- To reduce noise - Authority work will be done - Easy making decisions
- Supervision is easy - The flow of info is reduced
- Which placement

~~7.~~ (a)

- To reduce turnover
- To reduce absenteeism
- To improve morale of employees

Give five reasons that justify the need for an organization to carry out proper job placement for its employees.

- To reduce labour turnover
- To ensure there is good product flow

Outline five components of a good employee recruitment policy.

1. Sources of information - Internal / External.
- Job advertisements.
- Online advertisement
- Interviews.
- Characteristics of candidates.

17 AUG 27

THIS IS THE LAST PRINTED PAGE.