2908/101
FOUNDATIONS OF
HUMAN RESOURCE MANAGEMENT
November 2018
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
both pages are printed as indicated and that no questions are missing.

Turn over

1. (a) Explain **five** features that distinguish human resources from other resources in an organization. (10 marks)

   (b) Explain **five** benefits that an organization may derive from computerising human resource record keeping system. (10 marks)

2. (a) Nato Limited is in the process of formulating human resource policies. Highlight **five** factors that should be considered when carrying out this task. (10 marks)

   (b) Explain **five** ways in which a human resource manager may enhance teamwork among members of the human resource department. (10 marks)

3. (a) Outline **five** uses of human resource records in an organization. (10 marks)

   (b) Explain **five** external factors that may influence the recruitment process in an organization. (10 marks)

4. (a) Highlight **five** consequences that an organization may face for operating without human resource policies. (10 marks)

   (b) Outline **four** limitations of using the diary method to collect data for a job analysis exercise in an organization. (10 marks)

5. (a) Explain **five** challenges that an organization may face for failing to conduct formal induction for their employees. (10 marks)

   (b) Some organizations are reluctant to use tests during employee selection. Explain **five** reasons that may have led to this reluctance. (10 marks)

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

   (b) Describe the steps that are involved in carrying out a job analysis exercise in an organization. (10 marks)

7. (a) Explain **five** benefits that an organization may derive from using external sources of recruitment. (10 marks)

   (b) Highlight **five** measures that a human resource manager may take to ensure effective interviewing process in an organization. (10 marks)

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