

1908/101  
ELEMENTS OF HUMAN RESOURCE  
MANAGEMENT  
November 2018  
Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL  
CRAFT CERTIFICATE IN HUMAN RESOURCE MANAGEMENT  
MODULE I

ELEMENTS OF HUMAN RESOURCE MANAGEMENT

3 hours

**INSTRUCTIONS TO CANDIDATES**

*This paper consists of FIFTEEN questions in TWO sections; A and B.*

*Answer ALL the questions in section A and any FOUR questions from section B in the answer booklet provided.*

*Candidates should answer the questions in English.*

**This paper consists of 3 printed pages.**

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

**SECTION A (32 marks)***Answer ALL the questions in this section.*

1. List **three** sections likely to be found in the human resource department. (3 marks)
2. State **three** features that distinguish human resources from other resources in an organization. (3 marks)
3. Outline **two** categories of groups that may be found in an organization. (2 marks)
4. State **three** benefits of displaying human resource policies on a noticeboard in an organization. (3 marks)
5. State **two** reasons for keeping an employee's discipline record in an organization. (2 marks)
6. Outline **four** features of a good human resource policy. (4 marks)
7. State **four** characteristics of ineffective groups in an organization. (4 marks)
8. State **four** challenges that may be faced when computerising human resource records in an organization. (4 marks)
9. State **three** factors that led to the development of human resource management. (3 marks)
10. State **four** skills that a human resource manager requires in order to carry out his duties effectively. (4 marks)

**SECTION B (68 marks)***Answer any FOUR questions from this section.*

11. (a) Explain **six** factors that an organization should consider when establishing human resource policies. (9 marks)
- (b) Outline **four** contributions of the Human Relations Theory by Elton Mayo to human resource management. (8 marks)
12. (a) Highlight **six** duties of a human resource manager in an organization. (9 marks)
- (b) Explain **four** reasons why an organization may have a policy on dress code. (8 marks)

13. (a) Highlight **six** benefits that an individual employee may get from joining a group. (9 marks)
- (b) Outline **four** measures that may be taken by the management to ensure effective human resource record keeping in an organization. (8 marks)
14. (a) Highlight **four** reasons that make it necessary to maintain human resource policies in written form. (8 marks)
- (b) Explain **six** factors that may contribute to group cohesiveness in an organization. (9 marks)
15. (a) Outline **four** challenges that a human resource manager may face as a result of HIV/AIDs menace in an organization. (8 marks)
- (b) Many modern organizations are reluctant to maintain their human resource records in manual form. Explain **six** reasons for the reluctance. (9 marks)

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