

1908/101

**ELEMENTS OF HUMAN RESOURCE
MANAGEMENT**

July 2019

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 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. State **three** features that distinguish human resources from other resources in an organization. (3 marks)
2. State **four** functions of the human resource department in an organization. (4 marks)
3. Give **three** reasons for keeping employee training records. (3 marks)
4. State **three** characteristics of a group at the storming stage. (3 marks)
5. State **three** ways in which a human resource manager may communicate human resource policies to the employees in an organization. (3 marks)
6. List **three** types of human resource policies that may be formulated in an organization. (3 marks)
7. List **three** personal attributes of a good human resource manager. (3 marks)
8. Give **three** reasons that make it necessary to establish human resource policies in an organization. (3 marks)
9. List **four** techniques used to forecast demand for labour during employment in human resource planning in an organization. (4 marks)
10. State **three** guidelines that should be followed to ensure that human resource records are properly maintained in an organization. (3 marks)

SECTION B (68 marks)

Answer any FOUR questions from this section.

11. (a) Outline **six** duties of a human resource manager in relation to the training of employees. (9 marks)
- (b) Highlight **four** characteristics of effective workgroups in an organization. (8 marks)
12. (a) Outline **four** elements of the behavioural approach to human resource management. (8 marks)
- (b) Give **six** reasons why some organizations may be reluctant to computerize their human resource records. (9 marks)

13. (a) Describe the stages in the evolution of human resource management. (9 marks)
- (b) Outline **four** ways in which informal groups may hinder achievement of set objectives in an organization. (8 marks)
14. (a) Outline **six** objectives of human resource management. (9 marks)
- (b) Give **four** reasons for maintaining human resource policies in written form. (8 marks)
15. (a) Explain **six** qualities of a good human resource policy in an organization. (9 marks)
- (b) Outline **four** uses of human resource records in an organization. (8 marks)

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