

1908/101
ELEMENTS OF HUMAN RESOURCE
MANAGEMENT
November 2022
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. Name **four** stages of group formation preceding the adjourning stage. (4 marks)
2. List **three** functions of the human resource department in an organization. (3 marks)
3. State **four** factors that an organization should consider when setting up a human resource record keeping system. (4 marks)
4. State **three** reasons why human resource policies should be presented in written form. (3 marks)
5. State **three** challenges faced by employees working from home. (3 marks)
6. List **three** advantages of the manual form of record keeping. (3 marks)
7. State **two** situations that may require an organization to review its human resource policy. (2 marks)
8. List **four** factors that may make an individual reluctant to join an informal group. (4 marks)
9. State **three** qualities of a good human resource manager. (3 marks)
10. State **three** factors that have led to the increased growth of human resource management. (3 marks)

SECTION B (68 marks)

Answer any FOUR questions from this section.

11. (a) Outline **six** benefits of computerizing human resource records in an organization. (9 marks)
(b) Explain **four** ways in which human resource policies may limit human resource activities in an organization. (8 marks)
12. (a) Highlight **six** characteristics of an effective group. (9 marks)
(b) Explain the difference between personnel management and human resource management. (8 marks)
13. (a) Explain **six** circumstances under which group membership may negatively affect individual performance. (9 marks)
(b) Outline **four** reasons that make it necessary for an organization to use information communication technology in human resource management activities. (8 marks)

14. (a) Explain **six** competencies that a successful human resource professional should possess. (9 marks)
- (b) Highlight **four** measures that management should take to maintain confidentiality of computerized human resource records. (8 marks)
15. (a) Describe the stages involved in the evolution of human resource management. (9 marks)
- (b) Outline **four** sources of human resource policies. (8 marks)

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