

1908/201
PRACTICE OF HUMAN
RESOURCE MANAGEMENT
November 2017
Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

CRAFT CERTIFICATE IN HUMAN RESOURCE MANAGEMENT

MODULE II

PRACTICE 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** questions in this section.

1. List **four** types of training methods that may be used to train employees in an organization. (4 marks)
2. Outline **three** limitations of using interview as a method of selecting employees. (3 marks)
3. Highlight **three** ways through which an induction programme may be made effective. (3 marks)
4. State **three** disadvantages of using external sources of recruitment. (3 marks)
5. Highlight **three** ways through which a human resource manager may assist women employees to attain managerial positions in an organization. (3 marks)
6. Outline **three** challenges that a human resource manager may face when carrying out succession management. (3 marks)
7. State **four** uses of information obtained from a job analysis exercise. (4 marks)
8. State **three** objectives of human resource planning in an organization. (3 marks)
9. Outline **three** indicators of training needs among employees in an organization. (3 marks)
10. List **three** methods that may be used to collect data for a job analysis. (3 marks)

SECTION B (68 marks)

Answer any **FOUR** questions from this section.

11. (a) Outline **six** external factors that may determine the availability of human resources in an organization. (9 marks)
- (b) Highlight **four** types of information that should be contained in a letter of offer to a candidate who has been selected for a job. (8 marks)
12. (a) Highlight **six** types of information that should be contained in a job specification. (9 marks)
- (b) Outline **four** activities involved in human resource planning. (8 marks)
13. (a) Explain **six** measures that a human resource manager should take to ensure effective succession management in an organization. (9 marks)
- (b) Highlight **four** factors that would determine the duration of an induction programme in an organization. (8 marks)
14. (a) Outline **six** benefits that an employee may get from participating in a training programme. (9 marks)
- (b) Outline **four** characteristics of a good job advertisement. (8 marks)
15. (a) Explain **six** challenges that an organization may face from poor placement of its employees. (9 marks)
- (b) Outline **four** reasons that an organization may give when instituting a dress code policy for its employees. (8 marks)

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