

2908/101

FOUNDATIONS OF HUMAN RESOURCE MANAGEMENT

November 2010

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.

This paper consists of 2 printed pages.

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

©2010 The Kenya National Examinations Council.

Turn over

1. (a) Highlight **five** aspects of human resource that distinguish it from other resources in an organization. (10 marks)
- (b) Explain the items that should be contained in a letter of offer to a candidate who has been selected for a job. (10 marks)
2. (a) Explain **five** benefits of human resource planning to an organization. (10 marks)
- (b) Senior managers in organizations are recruited through "executive search" or "head hunting" process. Explain the benefits of using this process of recruitment. (10 marks)
3. (a) Highlight **five** ways in which the personality of an interviewee can be effectively assessed by an interviewing panel. (10 marks)
- (b) Human resource managers sometimes complain that the importance of human resource management in organizations is not properly understood or is negatively perceived. Outline **five** ways in which this perception can be corrected. (10 marks)
4. (a) Give **five** reasons that may necessitate the engagement of human resource management consultants to advise on personnel policies. (10 marks)
- (b) Highlight **five** purposes served by human resource records in an organization. (10 marks)
5. (a) Outline the details that would be contained in a job specification. (10 marks)
- (b) Mwamanga, a newly recruited manager at Witu Company Limited, has gone through an intensive orientation programme. Explain the ways in which the orientation may enhance the effectiveness of Mwamanga in carrying out his duties. (10 marks)
6. (a) Explain the problems that an organization may experience due to poor placement of employees. (10 marks)
- (b) Pinto Limited has not been providing any welfare facilities to its employees. The firm is now contemplating doing so for all categories of employees. Give **five** reasons that may account for this change of policy. (10 marks)
7. (a) One of the methods of analyzing a job is by conducting job analysis interviews. Explain the merits of this method. (10 marks)
- (b) Explain **five** measures that an organization may take to ensure confidentiality of Human Resource records. (10 marks)