

1. (a) Outline **five** ways through which information for the preparation of a job description may be obtained. (10 marks)
- (b) Highlight **five** reasons for the retention of human resource records in an organization. (10 marks)
2. (a) Explain **five** benefits that may accrue to an organization that advertises its vacant job positions through the internet. (10 marks)
- (b) Application blanks are commonly used for obtaining information from job candidates. Explain the information that can be filled in such blanks. (10 marks)
3. (a) Explain the measures that may be taken to improve the effectiveness of human resource planning in an organization. (10 marks)
- (b) Explain **five** challenges that a human resource manager may face while carrying out his duties in an organization. (10 marks)
4. (a) Highlight **five** contributions of Elton Mayo to the development of human resource management. (10 marks)
- (b) Explain **five** measures that may be taken by management to ensure the successful implementation of human resource policies in an organization. (10 marks)
5. (a) Joma Enterprises recently contracted a human resource management consultant to conduct an induction training programme for its new employees. Explain the aspects that the consultant should cover in the programme. (10 marks)
- (b) Outline **five** ways in which the human resource department may enhance its role as a staff department in an organization. (10 marks)
6. (a) Outline the features that a good job advertisement should possess. (10 marks)
- (b) Highlight the benefits that a new employee may obtain from going through orientation training in an organization. (10 marks)
7. (a) Human resource planning in an organization should achieve certain objectives. Highlight **five** such objectives. (10 marks)
- (b) Explain **five** reasons that make employment tests a widely used tool for selecting employees in an organization. (10 marks)