

~~2908/101~~
**FOUNDATIONS OF
HUMAN RESOURCE MANAGEMENT**
November 2017
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.
Write your answers in the answer booklet provided.
Candidates should answer the questions in English.*

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.

1. (a) Highlight four shortcomings of Elton Mayo's human relations approach to human resource management. (8 marks)
- (b) Outline six benefits that an organization may derive from having human resource policies in place. (12 marks)
2. (a) Explain five ways in which a Human Resource Manager may use the information contained in a job description. (10 marks)
- (b) Highlight five negative consequences of poor placement of employees in an organization. (10 marks)
3. (a) Poka Limited uses a formal induction programme for all its new employees. Highlight five contents of such a programme. (10 marks)
- (b) Outline five internal factors that are likely to affect the recruitment process in an organization. (10 marks)
4. (a) Explain five benefits that an organization may derive from carrying out human resource planning. (10 marks)
- (b) Outline five roles of a human resource manager in ensuring harmonious employee relations in an organization. (10 marks)
5. (a) Spana Limited uses Assessment Centre method in their employee selection process. Explain four merits of using this method. (8 marks)
- (b) Explain six types of employee records that a human resource manager should maintain in an organization. (12 marks)
6. (a) The human resource manager at Sparro Limited uses critical incident technique to collect job analysis information. Highlight five limitations of using this technique. (10 marks)
- (b) Explain five challenges that a human resource manager may face when implementing human resource policies in an organization. (10 marks)
7. (a) Highlight five merits of maintaining human resource records in a computerized form. (10 marks)
- (b) Explain five benefits that an organization may derive from using the external source of recruitment. (10 marks)

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 Human Resource
 Management
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