

Name: _____ Index No. _____

2906/304

HUMAN RESOURCE
MANAGEMENT

November 2015

Time: 3 hours

Candidate's Signature: _____

Date: _____



THE KENYA NATIONAL EXAMINATIONS COUNCIL

**DIPLOMA IN BUSINESS MANAGEMENT
MODULE III**

HUMAN RESOURCE MANAGEMENT

3 hours

INSTRUCTIONS TO CANDIDATES*Write your name and index number in the spaces provided above.**Sign and write the date of the examination in the spaces provided above.**This paper consists of SEVEN questions.**Answer any FIVE questions.**All questions carry equal marks.**Write your answers in the spaces provided in this question paper.**Do NOT remove any pages from this question paper.**Candidates should answer the questions in English.***For Examiner's Use Only**

| Question | 1 | 2 | 3 | 4 | 5 | 6 | 7 | TOTAL SCORE |
|----------------------|---|---|---|---|---|---|---|----------------|
| Candidate's Score | | | | | | | | |

This paper consists of 16 printed pages.

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

1. (a) Give **five** reasons that make it necessary to maintain human resource policies in written form. (10 marks)
- (b) Outline **five** limitations of using interviews in an employee selection process. (10 marks)
2. (a) Explain **five** benefits that an organization may obtain from proper placement of its employees. (10 marks)
- (b) Highlight **five** measures that may be taken to ensure effective human resource planning in an organization. (10 marks)
3. (a) Outline **five** challenges that may be faced by an organization from the computerization of its human resource records. (10 marks)
- (b) Highlight **five** legal requirements that an employer should fulfil when summarily dismissing an employee from an organization. (10 marks)
4. (a) Explain **six** factors that may reduce the effectiveness of management development programmes in an organization. (12 marks)
- (b) Workers faced certain problems during the industrial revolution. Highlight **four** such problems. (8 marks)
5. (a) Despite the benefits associated with performance appraisal, some organizations may be reluctant to undertake it. Give **five** reasons that may account for this reluctance. (10 marks)
- (b) Human resource managers may use the content of job description for different purposes. Outline **five** such purposes. (10 marks)
6. (a) Explain **five** factors that may determine an organization's need to recruit new employees. (10 marks)
- (b) Pam Ltd. uses the time rate method for the remuneration of its employees. Give **five** reasons that may have influenced this decision. (10 marks)
7. (a) Outline **five** ways through which the management of an organization may identify its employees' training needs. (10 marks)
- (b) Highlight **five** shortcomings of head hunting as a method of recruiting employees in an organization. (10 marks)