2906/304
2927/304
HUMAN RESOURCE MANAGEMENT
July 2017
Time: 3 hours

THE KENYA NATIONAL EXAMINATIONS COUNCIL

DIPLOMA IN BUSINESS MANAGEMENT
DIPLOMA IN DISASTER MANAGEMENT
MODULE III

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.**

Turn over

1. (a) Explain **five** measures that should be taken by a human resource manager to ensure successful implementation of human resource policies in an organization.   (10 marks)

    (b) Mapo Limited is in the process of designing an induction programme for its newly recruited employees. Outline **five** objectives of this programme.   (10 marks)

2. (a) Describe the steps involved in the process of job analysis.   (8 marks)

    (b) Outline **six** ways in which human resource records may be useful to an organization.   (12 marks)

3. (a) Kwetu Company Limited trains its employees on regular basis. Explain **five** benefits that the company may derive from this practice.   (10 marks)

    b) Outline **five** circumstances under which an organization may need to recruit new staff.   (10 marks)

4. (a) Give **five** reasons that make human resource planning an important activity in management.   (10 marks)

    (b) Highlight **five** types of information that prospective employees may be required to provide in application blanks during a job selection process.   (10 marks)

5. (a) The human resource manager plays certain roles in the performance appraisal of employees in an organization. Outline **five** such roles.   (10 marks)

    (b) Explain **five** factors that a human resource manager should consider when determining the salary levels for employees in an organization.   (10 marks)

6. (a) Outline **five** challenges that an organization may face as a result of operating without a human resource department.   (10 marks)

    (b) Mak Limited is in the process of laying off some of its employees. Give **five** reasons that may have influenced this decision.   (10 marks)

7. (a) Highlight **five** methods that may be used to communicate human resource policies to employees in an organization.   (10 marks)

    (b) Tepo Limited sources potential employees through the Internet. Explain **five** benefits that the organization may derive from using this method of recruitment.   (10 marks)

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