

2906/304

HUMAN RESOURCE MANAGEMENT

November 2017

Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

DIPLOMA IN BUSINESS 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.

1. (a) Explain **five** measures that a human resource manager should take to ensure confidentiality of computerised human resource records. (10 marks)
- (b) Highlight **five** limitations of using management by objectives (MBO) method of performance appraisal in an organization. (10 marks)
2. (a) Explain **five** challenges that may be faced by an organization which recruits their employees from colleges and universities. (10 marks)
- (b) Highlight **five** ways in which an organization may benefit from proper placement of employees. (10 marks)
3. (a) Explain **five** measures that an organization should take to ensure that management development programmes achieve the intended purpose. (10 marks)
- (b) Performance contracting has faced resistance from some employee unions. Explain **five** reasons that may account for this resistance. (10 marks)
4. (a) A good employee compensation scheme should possess certain characteristics. Outline **five** such characteristics. (10 marks)
- (b) Highlight **five** ways in which information obtained from job analysis may be useful to a human resource manager. (10 marks)
5. (a) Outline **five** factors that may limit the use of tests as a tool of employee selection. (10 marks)
- (b) Dama Limited is in the process of designing a training policy for their employees. Outline **five** areas that should be covered by such a policy. (10 marks)
6. (a) Highlight **five** ways in which National Industrial Authority (NITA) assists employers in staff development. (10 marks)
- (b) Outline **five** circumstances under which an employee may voluntarily resign from employment. (10 marks)
7. (a) Explain **five** reasons that may make it necessary for an organization to carry out human resource planning. (10 marks)
- (b) Outline **five** scientific principles by Fredrick Taylor that are applicable to human resource management. (10 marks)

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