

2908/101  
FOUNDATIONS OF  
HUMAN RESOURCE MANAGEMENT  
November 2018  
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  
both pages are printed as indicated and that no questions are missing.**

1. (a) Explain **five** features that distinguish human resources from other resources in an organization. (10 marks)
- (b) Explain **five** benefits that an organization may derive from computerising human resource record keeping system. (10 marks)
2. (a) Nato Limited is in the process of formulating human resource policies. Highlight **five** factors that should be considered when carrying out this task. (10 marks)
- (b) Explain **five** ways in which a human resource manager may enhance teamwork among members of the human resource department. (10 marks)
3. (a) Outline **five** uses of human resource records in an organization. (10 marks)
- (b) Explain **five** external factors that may influence the recruitment process in an organization. (10 marks)
4. (a) Highlight **five** consequences that an organization may face for operating without human resource policies. (10 marks)
- (b) Outline **four** limitations of using the diary method to collect data for a job analysis exercise in an organization. (10 marks)
5. (a) Explain **five** challenges that an organization may face for failing to conduct formal induction for their employees. (10 marks)
- (b) Some organizations are reluctant to use tests during employee selection. Explain **five** reasons that may have led to this reluctance. (10 marks)
6. (a) Outline **five** guidelines that should be followed to ensure effective human resource planning in an organization. (10 marks)
- (b) Describe the steps that are involved in carrying out a job analysis exercise in an organization. (10 marks)
7. (a) Explain **five** benefits that an organization may derive from using external sources of recruitment. (10 marks)
- (b) Highlight **five** measures that a human resource manager may take to ensure effective interviewing process in an organization. (10 marks)

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