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**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2022/2023 ACADEMIC YEAR
FOR THE CERTIFICATE IN HUMAN RESOURCE MANAGEMENT
CHR 107- INTRODUCTION TO HUMAN RESOURCE MANAGEMENT**

Date: 13th December 2022
Time: 8:30am-10:30am

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

CASE STUDY: Njie Ltd

Njie Ltd has been experiencing frequent employee strikes which have affected the organizational performance. After an audit of the company HR related operations, Mr. Nzule a consultant suggested to the board of Directors that the company should set up a HR department, employ a HR Officer, develop formal HR policies and clear job descriptions. He also advised that the company considers recruiting from internal sources instead of relying on external sources only.

- a) Advise the company on the factors to put into consideration as it develops the HR department. (6 Marks)
- b) Explain the functions that the new HR officer will be carrying out in the company. (6 Marks)
- c) Outline six types of information that should be included in the job descriptions which the company will develop. (6 Marks)
- d) List six limitations of internal sourcing as a source of recruitment that will be considered by the company. (6 Marks)
- e) Explain the benefits the organization will derive from formulating the company HR Policies. (6 Marks)

QUESTION TWO (20 MARKS)

- a) Explain four emerging issues faced by HR Managers in modern organizations. (8 Marks)
- b) One of the roles of a human resource Manager is to ensure effective training and development of employees in an organization. Describe the formal process of training commonly used by managers. (6 Marks)
- c) Examine the process of performance appraisal used in evaluating employee performance. (6 Marks)

QUESTION THREE (20 MARKS)

- a) Explain the significance of maintaining good human resource records in organizations. (8 Marks)
- b) Describe the process followed by managers in carrying out human resource planning in organizations. (6 Marks)
- c) Describe the two components of job analysis. (6 Marks)

QUESTION FOUR (20 MARKS)

- a) Describe the process followed by organizations in carrying out recruitment and selection of employees. (8 Marks)
- b) Explain four benefits of Human Resource information systems to organizations. (6 Marks)
- c) Describe six principles that should be followed for effective placement of employees in organizations. (6 Marks)

QUESTION FIVE (20 MARKS)

- a) Explain six measures HR Managers can take to ensure effective induction of employees. (6 Marks)
- b) Describe three methods of employee separation. (6 Marks)
- c) Analyze the factors considered in determining the levels of wages and salaries in organizations. (8 Marks)