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KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR
FIRST YEAR, FIRST SEMESTER EXAMINATION
FOR THE DIPLOMA IN HUMAN RESOURCE MANAGEMENT
DHR 1103: FUNDAMENTALS OF HUMAN RESOURCE MANAGEMENT

Date: 12TH APRIL 2024
Time: 8:30AM-10:30AM

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

XYZ Corporation, a leading multinational company in the technology sector, has been experiencing challenges in managing its human resources effectively. The company recognizes the need to streamline its HR processes to enhance organizational efficiency and employee satisfaction. Acknowledging the significance of HR policies in providing guidelines for employee behaviour, promoting consistency, and ensuring compliance with legal requirements, XYZ Corporation strives to implement robust policies tailored to its organizational objectives. Additionally, XYZ Corporation understands the importance of Human Resource Planning (HRP) in anticipating future workforce needs and aligning HR strategies with organizational objectives. XYZ Corporation faces challenges such as rapid technological advancements, demographic shifts and changing market dynamics and impacting the effectiveness of its HRP initiatives.

XYZ Corporation emphasizes the importance of job analysis in identifying job requirements, defining roles, and selecting suitable candidates. By focusing on principles of employee placement, such as matching skills with job requirements and promoting internal mobility, the company optimizes workforce utilization and retention. Moreover, XYZ Corporation implements performance appraisal systems to evaluate employees' contributions, provide constructive feedback, and identify development opportunities. Prioritizing employee training and development through methods such as workshops, seminars, online courses, and on-the-job training, the company invests in its employees' growth and career advancement. Additionally, XYZ Corporation recognizes the importance of managing employee mobility and separation effectively to maintain organizational agility and employee morale, fostering a supportive and inclusive work environment.

- a) Give reasons why XYZ Corporation finds it necessary to streamlining its HR processes. (6 Marks)
- b) As a HR student, advise XYZ Corporation on the various sources of policies they can use when formulating policies. (6 Marks)
- c) Explain the key challenges XYZ Corporation encounters in its Human Resource Planning (HRP) initiatives. (6 Marks)
- d) XYZ Corporation emphasizes the importance of job analysis. Advise them on the uses of job analysis information. (6 Marks)
- e) Advise XYZ Corporation on training methods they can adopt to conduct training and development programmes. (6 Marks)

QUESTION TWO (20 MARKS)

- a) Explain the main functions on the Human resource department in ensuring smooth running of the organization. (8 Marks)
- b) Organizations strive to employ the most suitable employees. Identify the advantages of internal recruitment. (6 Marks)
- c) Training is the process of increasing the knowledge and skills of an employee for doing particular jobs. Explain any three types of employee training. (6 Marks)

QUESTION THREE (20 MARKS)

- a) Maintaining a fair and competitive reward system is a good way of retaining good employees. Explain the factors influencing compensation of employees. (8 Marks)
- b) Planning is a function that precedes any other management function. Examine the benefits of human resource planning in an organization. (6 Marks)
- c) Policy is the framework within which organizations operate. State the features of a sound personnel policy. (6 Marks)

QUESTION FOUR (20 MARKS)

- a) Performance Appraisal enables an organization to maintain individuals and group development by informing employees of their performance. Discuss the importance of conducting a performance appraisal in the organization. (8 Marks)
- b) Explain the challenges a manager can encounter during a recruitment process. (6 Marks)
- c) Outline the basic principles should be followed at the time of placement of an employee on the job. (6 Marks)

QUESTION FIVE (20 MARKS)

- a) Employee selection is a critical part of the hiring process. Explain the employee selection process. (8 Marks)
- b) Examine the main causes job demotivation among employees. (6 Marks)
- c) The job description describes the job in terms of its duties, responsibilities and purpose. It sets the parameters of the job, by covering all of the requirements. Using examples, explain any three key elements of a job description. (6 Marks)