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**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR**  
**FOR THE CERTIFICATE IN HUMAN RESOURCE MANAGEMENT**  
**CHR 107: INTRODUCTIN TO HUMAN RESOURCE MANAGEMNET**

Date: 14<sup>TH</sup> APRIL 2023  
Time: 11:30AM-1:30PM

**INSTRUCTIONS TO CANDIDATES**

**ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS**

**QUESTION ONE (30 MARKS)**

- a) Identify essential elements of an HR policy statement. (5 Marks)
- b) Outline techniques of forecasting human resource needs of an organization. (5 Marks)
- c) Highlight the major roles of an HR manager. (5 Marks)
- d) Explain the benefits of a human resource information system (HRIS). (5 Marks)
- e) Identify tools used in performance appraisal of employees. (5 Marks)
- f) The main objective of record is not storing but to have information for making analysis of various problems. Highlight the importance of record keeping. (5 Marks)

**QUESTION TWO (20 MARKS)**

- a) Explain the responsibilities HR professionals which they perform in their pursuit of employee well-being. (8 Marks)
- b) Describe the importance of having HR policies in an organization. (8 Marks)
- c) Identify and explain sources of candidates for recruitment of employees. (6 Marks)

**QUESTION THREE (20 MARKS)**

- a) Outline a typical HR organizational chart. (6 Marks)
- b) Explain the stages involved in the evolution of human resource management. (8 Marks)
- c) List important types of policies in various HR areas. (6 Marks)

**QUESTION FOUR (20 MARKS)**

- a) Examine functions of human resource as a strategic partner working closely with management teams. (8 Marks)
- b) Identify major factors that influence HR policies. (8 Marks)
- c) Explain the purpose of human resource planning (HRP). (6 Marks)

**QUESTION FIVE (20 MARKS)**

- a) Examine challenges encountered in human resource planning. (8 Marks)
- b) Discuss the process of job analysis. (6 Marks)
- c) Explain main types of personnel records available in a company. (6 Marks)