

1908/101

**ELEMENTS OF HUMAN RESOURCE
MANAGEMENT**

November 2017

Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

CRAFT CERTIFICATE IN HUMAN RESOURCE MANAGEMENT

MODULE I

ELEMENTS OF HUMAN RESOURCE MANAGEMENT

3 hours

INSTRUCTIONS TO CANDIDATES

*This paper consists of **TWO** sections; **A** and **B**.*

*Answer **ALL** questions in section **A** and any **FOUR** questions from section **B** in the answer booklet provided.*

Candidates should answer the questions in English.

This paper consists of 3 printed pages.

Candidates should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing.

SECTION A (32 marks)

Answer ALL questions in this section.

1. State **four** managerial functions of a human resource manager in an organization. (4 marks)
2. State **three** reasons for studying human resource management. (3 marks)
3. Outline **four** characteristics of a good human resource policy in an organization. (4 marks)
4. List **three** actions that a human resource manager may take to discourage wrong behaviour among the employees in an organization. (3 marks)
5. State **four** types of human resource records that may be kept by an organization. (4 marks)
6. Give **four** reasons for computerizing human resource records in an organization. (4 marks)
7. State **two** ways in which an organization may benefit from allowing its employees to take paternity leave. (2 marks)
8. State **three** disadvantages of informal groups in an organization. (3 marks)
9. List **three** sources of human resource policies in an organization. (3 marks)
10. State **two** characteristics of a group at the norming stage. (2 marks)

SECTION B (68 marks)

Answer any FOUR questions from this section.

11. (a) Explain **six** reasons that may make employees to join groups. (9 marks)
- (b) Outline **four** uses of human resource records in an organization. (8 marks)
12. (a) Explain **six** ways of ensuring that computerized human resource records are not accessed by unauthorized persons. (9 marks)
- (b) Outline **four** reasons that make it necessary to divide a human resource department into sections. (8 marks)

13. (a) Highlight **six** uses of human resource policies in an organization. (9 marks)
- (b) Outline **four** limitations of the human relations approach to human resource management. (8 marks)
14. (a) Explain **six** measures that the human resource department may take to deal with HIV and Aids challenge in an organization. (9 marks)
- (b) Explain **four** reasons for displaying human resource policies in an organization. (8 marks)
15. (a) Explain **six** ways in which a manager may improve the performance of a work group in an organization. (9 marks)
- (b) Outline **four** circumstances under which a full time employee may find it appropriate to engage in part-time jobs. (8 marks)

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