MACHAKOS UNIVERSITY

University Examinations for 2018/2019 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ADMINISTRATION

FIRST YEAR FIRST SEMESTER EXAMINATION FOR

CERTIFICATE IN HUMAN RESOURCE MANAGEMENT

1908/101: ELEMENTS OF HUMAN RESOURCE MANAGEMENT

DATE: 18/4/2019   **TIME: 8:30 – 10:30 AM**

INSTRUCTIONS:

- ❖ **ANSWER *ALL* THE QUESTIONS IN *SECTION A* AND ANY *FOUR* IN *SECTION B***
- ❖ **Answer all questions in section and four questions in section b**
- ❖ **ANSWER ALL QUESTIONS IN THE ANSWER BOOKLET PROVIDED**
- ❖ **ALL QUESTIONS TO BE ANSWERED IN ENGLISH**

SECTION A (32 MARKS)

1. Give three reasons that may make an organization display its human resource policies on its notice boards.   (3 marks)

2. State three challenges that an organization may face as a result of operating without a human policy.   (3 marks)

3. Define a policy   (2 marks)

4. Explain the meaning of a group.   (2 marks)

5. Identify two benefits of informal groups in today's organizations   (4 marks)

6. State two ways through which a manager may enhance group cohesiveness   (4 marks)

7. Outline two features of a group   (2 marks)

8. Differentiate between primary and secondary groups   (4 marks)

9. State two types of groups that may be found in an organization. (2 marks)

10. Give three reasons that may make a human resource manager to keep an employee training record. (3 marks)

11. Outline three difficulties that an organization may face in the process of computerizing its human resource records. (3 marks)

SECTION B (68 MARKS)

12. a) Explain six factors that may enhance group cohesiveness in an organization.

(9 marks)

b) Highlight four factors that should be considered when formulating human resource policies. (8 marks)

13. a) Explain six characteristics that effective groups should poses. (9 marks)

b) Explain four ways through which an organization may ensure that computerized human resource records are not accessed by unauthorized persons. (8 marks)

14. a) Bora poa limited operates without human resources policies.

Outline six consequences that the organization is likely to face from this

Practice (9 marks)

b) Describe four factors that enhance group formation (8 marks)

15. a) Explain six challenges that an organization may face from keeping human resource records in manual form. (9 marks)

b) Explain four types of information that may be contained in an employee recruitment policy (8 marks)

16. a) Highlight four factors that may determine the period of time which human resources records may be retained by an organization. (8 marks)

b) State six characteristics in the storming stage of group formation (9 marks)