

1908/201

**PRACTICE OF HUMAN RESOURCE
MANAGEMENT**

July 2019

Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

**CRAFT CERTIFICATE IN HUMAN RESOURCE MANAGEMENT
MODULE II**

PRACTICE OF HUMAN RESOURCE MANAGEMENT

3 hours

INSTRUCTIONS TO CANDIDATES

This paper consists of TWO sections; A and B.

Answer ALL the 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 the questions in this section.

1. List **three** types of job interviews that may be conducted during employee selection. (3 marks)
2. State **four** methods that are used to collect information for job analysis exercise. (4 marks)
3. State **three** disadvantages of using employee referrals as a source of recruitment in an organization. (3 marks)
4. List **two** levels of human resource planning. (2 marks)
5. State **four** areas that are covered by an induction programme. (4 marks)
6. State **three** advantages of recruiting employees through the internet. (3 marks)
7. State **three** merits of using seminar method of training employees. (3 marks)
8. State **four** methods of evaluating the effectiveness of a training programme in an organization. (4 marks)
9. State **three** internal factors that may influence the future demand of human resources in an organization. (3 marks)
10. State **three** objectives of succession planning in an organization. (3 marks)

SECTION B (68 marks)

Answer any FOUR questions from this section.

11. (a) Explain **six** benefits that an organization may get from carrying out human resource planning. (9 marks)
- (b) Outline **four** qualities of a good selection test. (8 marks)
12. (a) Describe the steps that are involved in the human resource planning process. (9 marks)
- (b) Explain **four** reasons that may make an organization to use internal sources of recruitment. (8 marks)

13. (a) Outline **six** types of information that is contained in a job description. (9 marks)
- (b) Explain **four** factors that may contribute to poor succession management in an organization. (8 marks)
14. (a) Explain **four** reasons for carrying out training needs analysis in an organization. (8 marks)
- (b) Explain **six** measures that a human resource manager may take to ensure induction programmes are effectively implemented in an organization. (9 marks)
15. (a) Outline **four** consequences that an organization may face for failing to carry out formal induction of new employees. (8 marks)
- (b) Outline **six** ways in which an organization may benefit from training employees. (9 marks)

THIS IS THE LAST PRINTED PAGE.