

1908/201
PRACTICE OF HUMAN RESOURCE
MANAGEMENT
November 2021
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 fifteen questions in 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. State **three** advantages of recruitment through the internet. (3 marks)
2. State **three** indicators of the need to train employees in an organization. (3 marks)
3. State **four** factors that an organization should consider when forecasting human resource needs. (4 marks)
4. State **four** external sources of recruitment available to an organization. (4 marks)
5. State **four** ways in which an organization may benefit from proper placement of employees. (4 marks)
6. State **four** benefits of training to an employee. (4 marks)
7. State **two** advantages of using questionnaire to collect data for a job analysis exercise. (2 marks)
8. State **three** limitations of using tests in the selection of employees. (3 marks)
9. State **three** purposes of carrying out interviews during the selection process. (3 marks)
10. State **two** qualities that an employee should possess in order to take up a senior management position in an organization. (2 marks)

SECTION B (68 marks)

Answer any **FOUR** questions from this section.

11. (a) Outline **six** areas that should be covered in an induction programme. (9 marks)
- (b) Explain **four** reasons why medical examination is a requirement during employee selection. - reduce insurance claims
- ensure longterm health of employees
- promote a healthy and fit workplace
(8 marks)
12. (a) Explain **six** measures that management should take to ensure the effectiveness of a training programme in an organization. (9 marks)
- (b) Outline **four** challenges that may be faced in succession management. (8 marks)
13. (a) Explain **six** merits of recruiting employees from internal sources. (9 marks)

- (b) Outline four types of information that should be included in a job description. (8 marks)
Job title preferred qualifications
14. (a) Outline six external factors that may influence the recruitment of employees in an organization. (9 marks)
Job purpose & responsibilities
labour market
image of the organization
unemployment rate
competitors
Supply and demand
Political-social legal environment
- (b) Explain four purposes of carrying out job analysis in an organization. (8 marks)
15. (a) Explain six benefits that an organization may get from effective human resource planning. (9 marks)
- (b) Explain four ways in which an organization may benefit from using off-the-job training method. (8 marks)

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