

041306T4BUS

BUSINESS MANAGEMENT LEVEL 6

BUS/OS/BM/CR/02/6

Manage Human Resource

July /Aug 2023



**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION
COUNCIL (TVET CDACC)**

WRITTEN ASSESSMENT

Time: 3 hours

INSTRUCTIONS TO CANDIDATES

1. This paper has three sections **A**, **B** and **C**.
2. You are provided with a separate answer booklet.
3. Marks for each question are as indicated.
4. Do not write on the question paper.

This paper consists of FOUR (4) printed pages

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

SECTION A: (40 MARKS)

Answer all the questions

1. Having been newly appointed as a human resource manager of a failing company, highlight **four** key Performance indicators in assessing the state of the company. (4 marks)
2. Human resource managers have been forced to cooperate with social media managers for them to attain a goal of attracting skilled and competent employees. Outline **four** advantages of social networking in managing and promoting a workplace. (4 marks)
3. Highlight **four** important employee engagement strategies that you would advise a manager to employ. (4 marks)
4. State **four** disadvantages of high rates of employee turnover. (4marks)
5. Employee motivation capitalizes on all factors that can help increase on the levels of employee effort and attention on work related activities. Outline **four** primary advantages of motivating employees. (4 marks)
6. A visionary human resource manager must be in a capacity to forecast the quantity and quality of manpower required in future for their organization. State **four** factors that human resource managers consider while forecasting demand. (4 marks)
7. Highlight **four** advantages of teamwork (4 marks)
8. Outline **four** advantages of incorporating extra rewards in every department (4 marks)
9. State four factors that are likely to influence human resource training and development costs. (4 marks)
10. Outline **four** types of human resource plan. (4 marks)

SECTION B: (60 MARKS)

Attempt QUESTION 11 and Two Other Questions

11. Frafadade is a leading telecommunication company in Kenya. Although its services are premium priced, they continue to make billions in net profit. The company does not lay its focus on critics about the costs of its services and instead has continued to focus on continued development of its human resource. It is currently rated among the best employers in Kenya and job seekers continue to desire to be part of its team. It is also known to be a leader in changing of workplace culture lately recognized for its consideration of lactating mothers. Such a record has helped the company to continuously improve on the quality of its services by taking advantage of its extensively productive workforce.

a) Explain **five** employee retention strategies that you believe are utilized by Frafadade in holding talented and skilled employees .

(10 marks)

b) Employee clearly understand what is expected of them during the recruitment stage. During orientation they are required to have a clear understanding of the Human resource policy something that the departmental heads believe play a vital role in eliminating confusion in the workplace. Discuss **five** purposes of the human resource policies in eliminating conflict in the workplace.

(10 marks)

12. The emergence of the Covid-19 pandemic exposed the level of disruption that is likely to occur in the modern-day workplace. Global patterns that have prompted movement of people and the adoption of technology displayed their effect modern day workforce. As some companies endorsed the work from home alternatives, others found it a challenge while others now have a challenge convincing their employees to return to their physical offices.

a) Explain **five** challenges of change management for a human resource manager who had to deal with the new order brought about by the pandemic (10 marks)

b) Discuss **five** advantages of workplace diversity (10 marks)

13. The increased demand for the coordination of people, organizations, and their relationships have prompted managers to shift towards automation. The management of human resource is

proved to be more efficient with the adoption of Human resource information systems for the coordination of human resource processes.

- a) Explain **five** common problems in county governments that you believe would be eliminated by the exclusive adoption of Human resource information systems (10 marks)
 - b) Discuss **five** codes of ethics for human resource managers that you believe current human resource managers in our public offices should be reminded of for change to be visible in the delivery of services to citizens (10 marks)
14. Human resource records contain information about employee and their relationship with other employees and also with the organization.
- a) Explain **five** benefits of maintaining Human resource records (10 marks)
 - b) Data is considered to be of significant use to hackers and competitors. Discuss **five** ways through which HR record are protected (10 marks)