



MURANGA UNIVERSITY COLLEGE

(A constituent College of Jomo Kenyatta University of Agriculture & Technology)

UNIVERSITY EXAMINATIONS

2014/2015 ACADEMIC YEAR

THIRD YEAR SECOND SEMESTER EXAMINATIONS

FOR THE DEGREE

OF

BACHELOR OF SCIENCE HUMAN RESOURCE MANAGEMENT

COURSE CODE: HEH 2306

**COURSE TITLE: PERSONNEL ADMINISTRATION
ORDINARY EXAM**

DATE: 21ST AUGUST 2015

TIME: 2 HOURS

INSTRUCTIONS TO CANDIDATES

Question ONE (1) is compulsory
Answer THREE (3) questions

MRUC observes ZERO tolerance to examination irregularities



QUESTION ONE

- (a) What is an information system? (2 marks)
- (b) Give any three types of manual information systems (6 marks)
- (c) describe the role of information system in record keeping (6 marks)
- (d) Reward management has become a major concern to most of the organizations in Kenya today. Discuss the possible contents of a reward policy. (8 marks)
- a) Define the term grievance and describe the recommended grievance procedure for organizations (8 marks).

QUESTION 2

- (a) As a Human Resource Manager explain the various overall policy areas that you would consider instrumental for the success of the organization. (12 marks)
- (b) Discuss the employee's personal information likely to be found in an employee's personal file (8 marks)

QUESTION 3

- (a) A sound human resource policy must satisfy certain essential conditions. Elucidate (10 marks)
- (b) Employers generally can't make deductions from employees' wages unless certain conditions apply. Discuss the conditions that necessitate deductions from workers pay (10 marks)

QUESTION 4

- (a) Describe the process of policy formulation (12 marks)
- (b) Discuss the challenges faced by NSSF in its quest to provide Social Security to its members (10 marks)