



MURANGA UNIVERSITY COLLEGE

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

MAIN CAMPUS

SUPPLEMENTARY / 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

DATE: 3RD AUGUST 2015

TIME: 2.00-4.00PM

INSTRUCTIONS TO CANDIDATES

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

MRUC observes ZERO tolerance to examination irregularities

This Paper Consists of 2 Printed Pages. Please Turn Over. ►

QUESTION ONE

- (a) What is an information system?. Give any three types of manual information systems and describe the role of information system in record keeping **(14 marks)**
- (b) 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)**
- (c) 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)**