

SECTION A (32 marks)

Answer ALL the questions in this section.

1. Highlight **four** challenges that may be faced by an organization that does not carry out human resource planning. **(4 marks)**

(i) _____

(ii) _____

(iii) _____

(iv) _____

2. Outline **three** uses of the information obtained in a job analysis programme. **(3 marks)**

(i) _____

(ii) _____

(iii) _____

3. Explain **three** consequences to an organization that recruits employees internally. **(3 marks)**

(i) _____

(ii) _____

(iii) _____

4. Outline **three** qualities of a good interviewer in an employee selection process. (3 marks)

- (i) _____

- (ii) _____

- (iii) _____

5. Highlight **four** types of information that may be included in an employee induction programme. (4 marks)

- (i) _____

- (ii) _____

- (iii) _____

- (iv) _____

6. Outline **three** factors that may influence the type of training offered to staff in an organization. (3 marks)

- (i) _____

- (ii) _____

- (iii) _____

7. Outline **three** benefits of succession management to an organization. (3 marks)

- (i) _____

- (ii) _____

- (iii) _____

8. State **three** challenges that a Human Resource Manager may face when implementing flexible working hours in an organization. (3 marks)

- (i) _____

- (ii) _____

- (iii) _____

9. List **three** methods that may be used to forecast human resource needs in an organization. (3 marks)

- (i) _____

- (ii) _____

- (iii) _____

10. Highlight **three** factors that may discourage a Human Resource Manager from using the on-job method of training employees. (3 marks)

- (i) _____

(ii)

(iii)

SECTION B (68 marks)

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

11. (a) Explain **six** external factors that may determine the availability of human resource to an organization. (9 marks)
- (b) Highlight **four** reasons for using tests in an employee selection exercise. (8 marks)
12. (a) Highlight **six** situations that may lead to inappropriate job placement of employees in an organization. (9 marks)
- (b) Explain **four** benefits that an employee may get from undergoing training. (8 marks)
13. (a) Organizations that do not undertake effective succession planning may face certain challenges. Highlight **six** such challenges. (9 marks)
- (b) Highlight **four** benefits that may be obtained by an organization that advertises its vacant job positions through the internet. (8 marks)
14. (a) Explain **six** reasons that may make it necessary for an organization to recruit senior managers through head hunting. (9 marks)
- (b) Highlight **four** contents of a job description. (8 marks)
15. (a) Highlight **six** ways through which an interviewing panel may make a job selection interview more effective. (9 marks)
- (b) Highlight **four** benefits that may be realized by employees who are inducted to their jobs by their immediate supervisors. (8 marks)