

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**FOURTH YEAR EXAMINATION FOR THE AWARD OF DEGREE OF
BACHELOR OF COMMERCE**

BCOM 453: HUMAN RESOURCE INFORMATION MANAGEMENT

STREAMS: Y4 S1

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 24/3/2021

8.30 AM – 10.30 AM

INSTRUCTIONS:

- Answer question ONE (Compulsory) and any other TWO
- Do not write anything on the question paper

QUESTION ONE (COMPULSORY)

Kenya Wildlife Enterprise and Management Authority

Kenya Wildlife Enterprise and Management Authority (KWEMA) is a state corporation offering wildlife protection, biodiversity conservation and wildlife advisory services. The Authority has its headquarters in Nairobi, which directs the activities of eight Branch offices located in major Counties in Kenya. The headquarters has a range of Senior line managers and researchers, all of whom have served for a number of years in the wildlife enterprise business. Each branch is headed by a Branch Manager, who usually has four or five direct reports, such as the Wildlife Inventory Manager, Research and Development Manager, etc. Each of these departmental managers has between three and five section leaders or their equivalent.

The company's policy in matters of employee records prefers the use of human resource information system. The internal and statistical personnel records of the authority are both manual and electronic. Knowledge management in this company is considered as key process of getting knowledge from those who have it to those who need it in order to improve organizational effectiveness. Research and Development Manager believes that in this age of information, knowledge rather than physical assets or financial resources is the key to competitiveness. He further commented that " the capability to gather, lever and use knowledge

effectively will become a major source of competitive advantage in Kenya Wildlife Enterprise and Management Authority over the next few years.

The General Manager has discussed the issue of introducing human Resource Information System (HRIS) with IT Administrator. The General Manager believes that the system can help the organization to acquire, store, manipulate, analyze, retrieve and distribute information about an organization's human resources. The IT Administrator has agreed to consider redesigning and strengthening the information system of KWEMA so that Authority can remain competitive in its business environment. It has also been agreed that managers must at all times ensure that KWEMA maintains a strategic policies and procedures that are regularly communicated and provided to all offices and branches.

REQUIRED:

- (a) Outline the most essential internal personnel records found in KWEMA by showing clearly how they could be used for planning and control purposes. [10 Marks]
- (b) Evaluate the benefits that could accrue to this authority from developing human resource management information system for its operations. [10 Marks]
- (c) Explain the possible knowledge management systems that can be used in KWEMA. [10 Marks]

QUESTION TWO

- (a) Analyse the ways in which information technology has contributed to the efficient operations and management of organizations. [10 Marks]
- (b) Distinguish between official and unofficial human resource records and show clearly the main phases of records lifecycle.

QUESTION THREE

- (a) Distinguish between a policy and procedure and set out the main areas in which specific HR policies may be required in an organization. [10 Marks]
- (b) Explain the main challenges facing human resource records management. [10 Marks]

QUESTION FOUR

In the new knowledge economy, Human Resource practitioners should be helping their organizations to ensure the creation and application of business-relevant knowledge in the workplace. Outline and justify the kind of help that Human Resource staff in your university should provide. [20 Marks]

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