
CHUKA**UNIVERSITY**

UNIVERSITY EXAMINATIONS**EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF COMMERCE****BCOM 453: HUMAN RESOURCE INFORMATION MANAGEMENT****STREAMS:BCOM****TIME: 2 HOURS****DAY/DATE: THURSDAY 6/12/2018****8.30 A.M – 10.30 A.M**

INSTRUCTION:

- **Answer question one and any other two**
- **Do not write on the question paper**

Question one

Grand Mont, Canada is set to take its place as Canada's largest and most sophisticated luxury conference and meeting location. It brings the ultimate event experience to the dynamic meetings and conferences, with an overall capacity of 3000 participants per sitting.

The versatile function rooms are located across two floor, and included the elegant grand ballroom. Six functions rooms are on the ground level with a pre-function area ideally equipped to hold receptions. The lobby level also houses two meeting rooms and two boardrooms.

Grand Mont makes available a full complement of meeting aids and technical assistance, which includes an impressive inventory of state-of-art equipment for high speed internet access and video conferencing. Experienced professional technicians can assist with the set-up and operation of each audiovisual programme.

The Grand Mont has long enjoyed a well-earned reputation for excellence in the field of conferences and catering. A professional and attentive team oversees many successful events and ensures that catering and conference needs are met to the client's satisfaction. To further enhance its position as a leading conference venue, a dedicated events team has been established and will provide and maintain the highest standards of excellence and personalized service for the delegates and organizers.

Its convenient location ensures that those interested in using it are able to access it conveniently and with the least cost. The serene environment and security of the location are key features of the facility. The government further provides subsidies in form of reduced levies on most of the services provided as well as ensuring all the conferences of teachers in government sponsored schools take in the facility.

However, incidents of delayed payments of services by the government are not uncommon. Taxation that has been introduced on stationery does not go well with Grand Mont. Condes Centre a newly established low class conference Centre is currently causing headache to Grand Monte.

Besides the more than 50 employees seem de-motivated and a threat to the organization's anticipated breakthrough as a shining star in the industry. When a human resource consultant was consulted for advice, he opted to start investigation from information regarding to employee profiles. None however existed in the HR inventory. He simply declined to proceed with the task.

Required :

- (a) Identify the key employee related information that if available, would have assisted the consultant to offer the necessary advice. [10 marks]
 - (b) Using an appropriate tool, analyze the environment in which grand Mont is operating. [10 marks]
2.
 - (a) Explain any four reasons why it is necessary to maintain human resource information system. [10marks]
 - (b) Identify the key factors that should be considered when choosing a human resource software. [10marks]
3.
 - (a) Identify three users of human resource information systems and show how it is used by each of the parties. [9marks]
 - (b) You overheard customers of a large prestigious global company complain about the quality of information received from the company. Explain the key considerations that may be leading to such conclusions. [11 marks]
4. Giving practical examples from an organization well known to you, explain the kind of human resource policies that exist and show why organizations develop policies. [12 marks]
 - (b) Explain how organizations can safeguard against loss of vital human resource related information. [8 marks]

