

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF COMMERCE

BCOM 453: HUMAN RESOURCE INFORMATION MANAGEMENT

STREAMS: BCOM Y4S1

TIME: 2 HOURS

DAY/DATE: FRIDAY 06/12/2019

2.30 P.M. – 4.30 P.M.

INSTRUCTIONS:

- **Answer question ONE (compulsory) and any other TWO.**
- **Don't write on this 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 inventory manager, research and development manager, etc. Each of these departmental managers has between three and five sections 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 issues 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 enter 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) Explain the possible knowledge management systems that can be used in KWEMA. (10 marks)
- (c) Discuss the main reasons why KWEMA should introduce a comprehensive human resource information system. (10 marks)

QUESTION TWO

- (a) According to ISO15489-1(2001), records management is a key driver in increasing organizational efficiency, explain the role of human resource records management in an organization. (10 marks)
- (b) Explain the main phases of records-lifecycle and set out the benefits of colour coding of human resource files. (10 marks)

QUESTION THREE

- (a) Distinguish between a policy and procedure and indicate the main areas in which specific HR policies may be required in an organization. (10 marks)
- (b) Distinguish between official and unofficial records and discuss the main features of HR record. (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 HR staff in your university should provide. (20 marks)
