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

BCOM 453: HUMAN RESOURCE INFORMATION MANAGEMENT

STREAMS: BCOM (Y4S2)

TIME: 2 HOURS

DAY/DATE: MONDAY 06/04/2020

2.30 P.M. – 4.30 P.M.

INSTRUCTIONS: Answer question ONE and any other TWO questions

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 floors, and include the elegant Grand Ballroom. Six function 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 board rooms.

Grand Mont makes available a full complement of meeting aids and technical assistance, which includes an impressive inventory of state-of-the-art equipment of 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.

BCOM 453

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.

It's 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 place 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 organizations anticipated breakthrough as a shining star in the industry. When a human resources 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) Discuss the characteristics of information quality that the consultant must get to enable give the correct advice to Grand Mont [10 marks]
- (b) Explain the benefits that the human resource management department could have by fully using human resource information system [10 marks]
- (c) Explain the meaning of the concept of Balance scorecard and outline the four methods that the Balance Scorecard can be used to measure effectiveness of Grand Mont

[10 marks]

BCOM 453

2. (a) Explain any four reasons why it is necessary to maintain human resource records showing the key features associated with a good record. [10

marks]

(b) Explain the characteristics of good records. [10 marks]

3. (a) Discuss the key functions of computerized human resource information system [10

marks]

(b) Discuss the steps that should be followed when developing and implementing an information system. [10

marks]

4. (a) Explain the purpose of employee handbook and give reasons why many organizations are not keen to develop such handbooks [12

marks]

(b) Identify four kinds of statutory deductions applicable in Kenya and indicate the purpose of each of the deductions. [8

marks]
