

**PAN AFRICA CHRISTIAN UNIVERSITY
EXAMINATIONS PAPER**



PAN AFRICA CHRISTIAN UNIVERSITY

**BACHELOR OF BUSINESS INFORMATION TECHNOLOGY AND BACHELOR
OF SCIENCE IN INFORMATION TECHNOLOGY**

END OF SEMESTER EXAMINATION

DEPARTMENT: COMPUTING AND INFORMATION TECHNOLOGY

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COURSE CODE: DSM205 | DLM110

CAMPUS: ONLINE

COURSE TITLE: HUMAN RESOURCE MANAGEMENT

EXAM DATE: TUESDAY, XXXX, DECEMBER, 2024

TIME: 2.00-5.00PM

INSTRUCTIONS

- This exam script has **TWO (2)** sections.
- Read all questions carefully before attempting.
- Answer All questions in Section **A** and any other THREE questions in Section **B**.
- None programmable calculators permitted

- Calculators on phones, tablets and computers are NOT permitted in Theory Papers

SECTION A
(Answer ALL questions in this section)

QUESTION 1



Career Opportunity

The Standard Group PLC comprises, The Standard Newspapers, The Nairobiian, KTN, KTN News, Radio Maisha, Standard Digital and Think Outdoor Services. The Group is looking for a qualified, experienced and self-motivated, individual to fill the following position in our Procurement & Supply Chain Department.

WAREHOUSE ASSISTANT

The job holder will be reporting to the Procurement Manager and will be responsible for daily monitoring of stocks, spares and consumables.

KEY RESPONSIBILITIES

- Receipt and verification of stocks and assets against purchase orders and proper maintenance of records/ documents (GRNs, Copy of Invoice and Delivery notes).
- Manage relationships with suppliers, buyers, internal customers and other key stakeholders.
- Participate in monthly stock counts as appropriate and reconcile physical stocks to ERP system balances.
- Ensure compliance to stock management procedures, while optimizing warehouse operations and safeguarding warehouse contents and equipment.
- Adhere to the strict reporting deadlines for monthly reports and stock reconciliations.
- Ensure proper storage and accuracy of routine issues to the user departments against authorized requisitions and posting the information to the ERP System.
- Maintain a log/register of all invoices and GRNs processed and forwarded to accounts Payable for matching.
- Observe strict security, safety, fire detection and prevention procedures throughout the store.
- Carry out any other assignments as directed by the supervisor

QUALIFICATIONS & EXPERIENCE

- Diploma in Procurement / Supply Chain Management
 - KISM or CIPS qualifications
 - Minimum 2 years' experience within a warehouse role
 - Experience in using an ERP System will be preferred
 - Attention to detail and accuracy skills
 - Prior experience in Manufacturing or FMCG industry will be an added advantage
- If you possess the above qualifications and have the drive to meet the challenges, visit our website www.standardmedia.co.ke/recruitment to browse through the current openings/vacancies and apply not later than 25th September 2017.

Please note that ONLY shortlisted candidates will be contacted.

The Standard Group is an equal opportunity employer and as such, canvassing of any form will lead to automatic disqualification

- a) Using the above advertisement, discuss the following components
- i. Job description **(3 Marks)**

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ii. Person specification **(3 Marks)**

- b) As the HR Manager, you have had a great response with over 100 candidates applying for the above role. Explain the next FOUR steps in the recruitment process. **(4 Marks)**

SECTION B

(Answer any THREE (3) questions in this section)

QUESTION 2

Family Bank is looking to recruit more Sales Representatives in their Sales Department. Discuss TWO advantages of each of the following sources of recruitment for this position

- i. Other private Banks **(2 Marks)**
- ii. Campus recruitment from Educational Institutions **(2 Marks)**
- iii. Employment Agencies **(2 Marks)**
- iv. Social Media Sites **(2 Marks)**
- v. Referrals **(2 Marks)**

QUESTION 3

The Human Resources department of XYZ company are demand forecasting for their upcoming year 2023-2024 using the work load analysis method. Using the information provided below, answer the following:

Planned annual production	200,000
Standard man-hours required for each unit	2Hours
Planned man-hour needed for the year	400,000

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Planned annual contribution of an employee	2000 hrs

- a) Calculate the number of workers required for the year 2023-2024.
(3 Marks)
- b) If supervisors have a span of control of 20 workers, Calculate the number of supervisors needed.
(3 Marks)
- c) Discuss FOUR ways Manpower planning is advantageous to XYZ company.
(4 Marks)

QUESTION 4

- a) Jane is the HR manager at ABC Limited. Explain THREE reasons why she should ensure the establishment of a good occupational health and safety standards in her organization.
(6 Marks)
- b) Highlight FOUR groups of hazards found in workplaces.
(4 Marks)

QUESTION 5

- a) Identify and describe the training methods in the following scenarios:
- i. Jane who is a marketing assistant rotates through the social media, content creation, and analytics teams to understand the entire marketing process.
(2 Marks)
- ii. John who is a junior HR executive is learning performance management techniques directly from a seasoned HR manager, Amisi.
(2 Marks)
- iii. Atieno and Moraa are trainees who are acting as if they are facing a situation and having to solve it without guidance or prior rehearsal.

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(2

Marks)

- b) Explain TWO career development support techniques. **(4 Marks)**

QUESTION 6

You are working for a company that is highly profitable. However, there is a concern that employee turnover is also high.

- a) Discuss Five factors that could be contributing to this. **(5 Marks)**
b) Explain Five solutions to the above factors(a). **(5 Marks)**

End of Exam