



BACHELORS OF INFORMATION TECHNOLOGY

END TERM EXAMINATION-ONLINE

DEPARTMENT: BBIT

COURSE CODE: BIT 312: HUMAN RESOURCE MANAGEMENT.

ANSWER QUESTION ONE AND ANY OTHER THREE QUESTIONS

SECTION A COMPLUSORY

{10MKS}

QUESTION ONE

Read the case study below and answer the questions that follow.

As the father of two young children, Marshall Rogers thought that serving on the board of Marysville Daycare would be a good way to stay in touch with those who cared for his children during the day. But he never dreamed that he would become involved in union management negotiations with daycare-centre workers.

Late one Sunday evening, in his ninth month as president of the daycare centre, Rogers received a phone call from Grace Ng, a union representative of the Provincial Government Employees' Union (PGEU). Ng informed Rogers that the daycare workers would be unionized the following week. Rogers was stunned to hear this news. Early the next morning, he had to present his new marketing plan to senior management at Techtronix Industries, where he was vice-president of marketing. Somehow he made it through the meeting, wondering why he hadn't been aware of the employees' unhappiness, and how this action would affect his children.

Following his presentation, Rogers received documentation from the Labour Relations Board indicating that the daycare employees had been working to unionize themselves for more than a year. Rogers immediately contacted Xavier Breslin, the board's vice-president, and together they determined that no one on the board had been aware that the daycare workers were unhappy, let alone prepared to join a union.

Hoping that there was some sort of misunderstanding, Rogers called Emma Reynaud, the Marysville supervisor. Reynaud attended most board meetings, but had never mentioned the union-organizing drive. Yet Reynaud now told Rogers that she had actively encouraged the other daycare workers to consider joining the PGEU because the board had not been interested in the employees' concerns, had not increased their wages sufficiently over the past two years, and had not maintained communication channels between the board and the employees.

All of the board members had full-time jobs elsewhere, and many were upper- and middle-level managers in their own companies. They were used to dealing with unhappy employees in their own workplaces, although none had experienced a union-organizing drive. Like Rogers, they had chosen to serve on the board of Marysville to stay informed about the day-to-day events of the centre. They had not really thought of themselves as the centre's employer, although, as board members, they represented all the parents of children enrolled at Marysville. Their main tasks on the daycare-centre board had been setting fees for the children and wages for the daycare employees. The board members usually saw the staff members several times a week, when they picked up their children, yet the unhappiness represented by the union-organizing drive was surprising to all of them. When they met at an emergency board meeting that evening, they tried to evaluate what had gone wrong at Marysville.

- a. Explain the possible reasons why the daycare employees wanted to join a trade union **(6mks)**
- b. Discuss **two** signs of employee grievances in organizations **(4mks)**

SECTION B: ANSWER THREE QUESTIONS ONLY { 10 MARKS EACH}

QUESTION TWO

- a) Outline **two** models of Human resource management **(2mks)**
- b) In the recent past, many organizations have developed a lot of interest in Human Resource planning. Explain **four** reasons for such an interest. **(8mks).**

QUESTION THREE

- a) Discuss **two** modern method of Performance appraisal **(4mks)**
- b) As the Human Resource manager of Ubora ICT company, explain **Three** limitations of Performance Appraisal your organization is likely to experience **(6mks)**

QUESTION FOUR

- a) Explain **two** types of tests you would employ during an employee selection process in your organization (4mks)
- b) Explain **three** reasons why an ICT company management would decide to recruit from within (6mks)

QUESTION FIVE

- a) Discuss **two** matters settled through industrial courts in Kenya (4mks)
- b) Explain **three** reasons why it is important for organizations to train their employees (6mks)

QUESTION SIX

- a) Discuss any **two** career management activities in an ICT company (4mks)
- b) Explain **three** effects of job satisfaction in an organization (6mks)

END OF EXAM