



## **GARISSA UNIVERSITY**

**UNIVERSITY EXAMINATION 2017/2018 ACADEMIC YEAR THREE  
FIRST SEMESTER EXAMINATION**

**SUPPLEMENTARY/SPECIAL EXAMINATION**

**SCHOOL OF BUSINESS AND ECONOMICS**

**FOR THE DEGREE OF BACHELOR OF BUSINESS MANAGEMENT**

**COURSE CODE: BBM 365**

**COURSE TITLE: HUMAN RESOURCE INFORMATION SYSTEM**

**EXAMINATION DURATION: 3 HOURS**

**DATE: 21/03/18**

**TIME: 2.00-5.00 PM**

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### **INSTRUCTION TO CANDIDATES**

- **The examination has SIX (6) questions**
- **Question ONE (1) is COMPULSORY**
- **Choose any other THREE (3) questions from the remaining FIVE (5) questions**
- **Use sketch diagrams to illustrate your answer whenever necessary**
- **Do not carry mobile phones or any other written materials in examination room**
- **Do not write on this paper**

**This paper consists of TWO (2) printed pages**

***please turn over***



### QUESTION ONE (COMPULSORY)

- (a) Describe how human resource information systems supports human resource manager [4 marks]
- (b) Explain main differences and similarities between HRIS AND HRM [4 marks]
- (c) Explain basic concepts of human resource information system [4 marks]
- (d) Explain main factors to account for before implementing human resource information system program [4 marks]
- (e) Write short notes on
  - i. Decision support system
  - ii. Executive supports systems works. [4 marks]
- (f) Describe ways of attracting and retaining human resource in organization [5 marks]

### QUESTION TWO

- (a) “Information technology plays an integral part in managing employees of the organization“ with relevance to above bring out importance of information technology [9 marks]
- (b) explain on-the job training and off- training techniques utilized in training and development [6 marks]

### QUESTION THREE

- (a) Define manpower planning in relation to human resource management. [2 marks]
- (b) Explain how to deal with shortages and surplus in manpower planning [7 marks]
- (c) Describe three importance of manpower planning [6 marks]

### QUESTION FOUR

- (a) Briefly explain what performance appraisal is [3 marks]
- (b) write short notes on following
  - i. 360 degrees performance appraisal systems [3 marks]
  - ii. -- Management by objectives (MBO) [4 marks]
  - iii. Behaviorally anchored rating scale techniques(BARS) [5 marks]

### QUESTION FIVE

- (a) Bring out the main differences between training and development [5 marks]
- (b) What are major steps involved in management by objectives (MBO) [5 marks]
- (c) Mention different types of interviews [5 marks]

### QUESTION SIX

- (a) Discuss advantages and disadvantages of internal recruitment and external recruitment of human resource [7 marks]
- (b) Explain principles of management by Henry fayol [8 marks]

