

THE KENYA SCHOOL OF LAW



DIPLOMA IN LAW (PARA-LEGAL STUDIES)

2ND YEAR TERM I EXAMINATION

OFFICE PRACTICE AND MANAGEMENT II – PTP - 201

18TH FEBRUARY, 2021

DURATION: 2 HOURS

Instructions to Candidates

- (a) Answer Question ONE and ANY OTHER THREE Questions
- (b) Question ONE carries **25 Marks**
- (c) All other questions carry **15 Marks** each

PLEASE TURN OVER

Question One

- a) Define the term strategic human resource management. (3 marks)
- b) "A successful employee induction process provides a chance for organizations to easily market themselves to the employees. If structured correctly it can significantly increase the retention of staff and reduce the time it takes for a new employee to settle into their new work environment. Discuss the two types by induction programs. (12 marks)
- c) Human resource planning is critical for efficient service delivery in the organization. Discuss FIVE specific objectives of human resource planning. (10 marks)

Question Two

- (a) The main objective of recruitment and selection is to hire the most qualified candidate to fill an available position. State FIVE internal factors that affect the recruitment process. (5 marks)
- (b) Define the term career management and discuss the different career stages. (10 marks)

Question Three

- (a) The process of analyzing tasks into various components i.e. organizational structure, work activities and informational content is referred to as job analysis. Explain the different methods of job analysis. (9 marks)
- (b) Discuss three differences between training and development. (6 marks)

Question Four

- a) Briefly explain the term "transfer" and the different types of transfers in an organization. (10 marks)
- b) Highlight the external source that affect the recruitment process in an organization. (5 marks)

Question Five

- a) The function of human resource management starts with procuring employees from the society for their use in the organization. Logic dictates the same employees will return to the same society when they are no longer required by the organization. Discuss FIVE forms of separation. (10 marks)
- b) Define the term "promotion" and explain the different types of promotion. (5 marks)

Question Six

a) Discuss the following types of training

- i. On job training.
- ii. Simulation
- iii. Experiential
- iv. Apprenticeship

(8 marks)

b) Selection process is implemented through different tools. One of the tools is the selection tests. Briefly explain 3 selection tests.

(7 marks)

END