

THE KENYA SCHOOL OF LAW



DIPLOMA IN LAW (PARA-LEGAL STUDIES)

2ND YEAR TERM I EXAMINATION

FUNDAMENTALS OF OFFICE PRACTICE AND MANAGEMENT – PTP - 203

17TH DECEMBER, 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) Mr. M has recently been hired by Company X and is placed in the Human Resources department. He has been tasked with the responsibility of performing job analysis for the organization. Explain the different methods that Mr. M can utilize to perform this task. (10 marks)
- b) Analyze the steps that are utilized in re-organizing an office. (10 marks)
- c) Define Human Resource planning and distinguish it from man-power planning. (5 marks)

Question Two

- a) You are a Human Resource Officer in Company Y and you have been requested to mentor Miss W who was taken in as an intern one week ago. It is notable that Miss W has recently completed her secondary school education and is unfamiliar with human resource management. Miss W approaches you and requests for information on the function of human resource management. Briefly discuss what you will tell Miss W. (10 marks)
- b) What is the distinction between training and development? (5 marks)

Question Three

Despite the selection process varying from organization to organization, there are several standard steps involved. Discuss these steps. (15 marks)

Question Four

- a) State and discuss the different stages of career development. (10 marks)
- b) Define, with the use of an example, the term placement. (5 marks)

Question Five

- a) Briefly explain the avenues through which an employee can be separated from an organization. (10 marks)
- b) Outline the Human Resource Planning Process. (5 marks)

Question Six

- a) Discuss the factors that can affect recruitment. (10 marks)
- b) Discuss the Delphi technique. (7 marks)

END