



## MERU UNIVERSITY COLLEGE OF SCIENCE & TECHNOLOGY

PO. Box 972-60200 Meru - Kenya. Tel: 020-2092048, 020 2069349  
Fax: 020-8027449

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### University Examinations 2011/2012

THIRD YEAR, SECOND SEMESTER EXAMINATIONS FOR THE DEGREE OF  
BACHELOR OF COMMERCE

#### HCB 2214: PERSONNEL ADMINISTRATION

**DATE: APRIL 2012**

**TIME: 2 HOURS**

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**INSTRUCTIONS:** *Answer question one and any other two questions*

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#### QUESTION ONE (30 MARKS)

- a. Explain how the trade unions bargaining position has been affected by the state of the external labour market (6 Marks)
- b. Give four reasons why organizations embrace the use of human resource policies (4 Marks)
- c. Highlight reasons as to why organizations adopt a pay policy and explain five factors that influence pay administration (10 Marks)
- d. Describe at least five aspects of human resource manual (10 Marks)

#### QUESTION TWO (20 MARKS)

Explain the major benefits on one side and major drawbacks on the other in computerized systems in record management. (20 Marks)

#### QUESTION THREE (20 MARKS)

Information about employees is an essential requirement for successful operation of any business or service. Discuss personnel records needed in a typical organization (20 Marks)

#### QUESTION FOUR (20 MARKS)

- a. (i) What is a decentralized filing system? (2 Marks)  
(ii) Evaluate the advantages and disadvantages of using a decentralized filing system (8 Marks)
- b. Examine the guiding principles of a good records management (10 Marks)

