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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR
THIRD YEAR, SECOND SEMESTER EXAMINATION
FOR THE DEGREE OF BACHELOR OF SCIENCE
(BUSINESS ADMINISTRATION)

Date: 14th December, 2023
Time: 11.30am –1.30pm

KHR 305 - PERSONNEL ADMINISTRATION

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

MWIHOKO CORPORATION AND DATA PROTECTION COMPLIANCE

MWIHOKO Corporation, a leading technology company, operates globally and handles vast amounts of sensitive data, including customer information and employee records. With the recent enactment of the Data Protection Act 2019 in the jurisdictions where MWIHOKO operates, the company faces significant challenges in ensuring compliance with the new regulations.

MWIHOKO Corporation has identified that its current data protection practices may not fully align with the requirements of the Data Protection Act 2019. The company is now under scrutiny from regulatory authorities, and there are concerns about potential legal consequences and damage to the company's reputation. The management has brought in an auditor to conduct the internal audit and make necessary adjustments to ensure compliance.

Key Issues in the auditor's report include:

- MWIHOKO Corporation has been collecting and processing customer data without obtaining explicit consent.
- The company has been storing customer data for extended periods without a clear data retention policy.
- MWIHOKO Corporation frequently shares customer data with third-party vendors for various services.
- Employees and customers have raised concerns about their rights under the Data Protection Act 2019 not being adequately addressed.
- The company has faced a recent data breach, highlighting vulnerabilities in its security infrastructure.
- MWIHOKO Corporation does not currently have a designated Data Protection Officer.
- With operations in multiple countries, MWIHOKO Corporation regularly transfers data across borders.

Questions:

- a) Identify the immediate legal and reputational risks faced by MWIHOKO Corporation due to non-compliance with the Data Protection Act 2019 (5 marks)
- b) Advise the management of MWIHOKO Corporation on the principles of data processing outlined in the Data Protection Act 2019 (5 marks)
- c) Describe steps should MWIHOKO Corporation take to rebuild trust with customers and employees following the recent data breach, considering the provisions of the Data Protection Act 2019 (5 marks)
- d) Explain ways can MWIHOKO Corporation educate employees and customers about their rights under the Data Protection Act 2019 (5 marks)
- e) Highlight the steps that MWIHOKO Corporation should employ to monitor and ensure compliance with the Data Protection Act 2019 (5 marks)
- f) Describe the role of a Data Protection Officer in ensuring continuous compliance with data protection regulations, with a focus on MWIHOKO Corporation's situation. (5 marks)

QUESTION TWO (20 MARKS)

- a) Describe the role and benefits of NHIF (National Hospital Insurance Fund) in providing healthcare coverage to Kenyan workers (6 marks)
- b) Imagine your organization is implementing an HRMIS. Explain how you can deal with the challenges that might arise during the implementation process to effectively realize its adoption (8 marks)
- c) Otiso is a HR consultant. He has been invited by Suzuri Ltd to give a talk on the measures organizations can take to safeguard sensitive employee information. Explain the points he is likely to capture in his talk (8 marks)

QUESTION THREE (20 MARKS)

- a) Explore human resource record-keeping technologies and their potential impact on data management and retrieval (6 marks)
- b) Imagine a scenario where an employee fails to follow a critical work procedure, resulting in a safety incident. How can such incidents be avoided in the future through effective work procedures and manuals (8 marks)
- c) Identify the legal obligations and responsibilities of employers regarding the deduction and remittance of PAYE (6 marks)

QUESTION FOUR (20 MARKS)

- a) Explain the importance of accurate payroll tax reporting and timely remittance to the relevant authorities. (6 marks)
- b) Provide examples of how effective personnel administration practices can contribute to employee satisfaction and organizational productivity (8 marks)
- c) Explain options of remuneration on public or national holidays as per the labour laws of Kenya (6 marks)

QUESTION FIVE (20 MARKS)

- a) An employee in Kenya earns a monthly gross salary of 70,000 KES. Using the PAYE tax rates and bands for the current fiscal year, calculate the monthly income tax (PAYE) that should be deducted from the employee's salary (10 marks)
- b) Examine the various leaves an employee is entitled to as per the labour laws of Kenya. (10 marks)