



Kasarani Campus  
Off Thika Road  
Tel. 2042692 / 3  
P. O. Box 49274, 00100  
NAIROBI  
Westlands Campus  
Pamstech House  
Woodvale Grove  
Tel. 4442212  
Fax: 4444175

**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR**  
**THIRD YEAR, SECOND SEMESTER EXAMINATION**  
**FOR THE DEGREE OF BACHELOR OF SCIENCE**  
**(BUSINESS ADMINISTRATION)**

Date: 14<sup>th</sup> August, 2024  
Time: 8.30am – 11.30am

**KHR 2305 PERSONNEL ADMINISTRATION**

**INSTRUCTIONS TO CANDIDATES**

**ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS**

**QUESTION ONE (30 MARKS)**

**Read the case study below and answer questions A to E.**

**CASE STUDY: EFFECTIVE PERSONNEL ADMINISTRATION AT ASANTE DAIRY FARM**

Asante Dairy Farm, a vibrant mid-sized dairy firm, is renowned for its dairy products. With 500 talented employees, the company has seen remarkable growth over the past five years. To manage its expanding and diverse workforce, Asante Dairy has established comprehensive HR policies, a robust Personnel Records system, and an advanced Human Resources Information System (HRIS). Additionally, the company places a high priority on meticulous reporting and remitting payroll taxes to ensure compliance with regulatory requirements. At the heart of Asante Dairy's operations, is its commitment to effective personnel administration. Martha, the HR Director, leads a dedicated team that manages employee information, ensures compliance with labor laws, and supports the company's overall HR strategy. Martha believes that maintaining accurate and up-to-date personnel records is not just about compliance, but about understanding and valuing each employee's journey.

These records, which include employee contracts, performance reviews, disciplinary actions, training records, Compensation and Benefits Records, and leave and Attendance Records are essential for making informed decisions about promotions, salary adjustments, and workforce planning. Martha's team views each record as a story that helps them understand the unique contributions and needs of every employee. Asante Dairy's HR policies are crafted to foster a positive work environment, promote fairness, and ensure legal compliance. Asante Dairy is committed to creating a diverse and inclusive workplace, free from discrimination. The company celebrates differences and ensures everyone feels valued. The company has affirmative action, diverse hiring panels and blind recruitment to ensure diversity and inclusion. Regular performance evaluations and feedback mechanisms help employees like Joseph, a junior officer, understand his strengths and areas for growth.

Comprehensive health insurance, retirement plans, and wellness programs support employees' well-being. Wellness programs are implemented to help employees balance work and personal life. Continuous learning opportunities and career development programs empower employees to advance their skills and career. The HRIS at Asante Dairy integrates various HR functions, including payroll processing, benefits administration, and time tracking. This system allows for seamless management of personnel records, ensuring data is easily accessible and secure. The system also generates reports that help HR managers track workforce trends, identify skill gaps, and monitor compliance with HR policies. Martha's team uses these reports to ensure that the company's talent is effectively utilized and that training programs address the right areas. Asante Dairy is committed to accurate and timely payroll tax reporting and remittance. The company uses its HRIS to automate payroll calculations, ensuring that state and county government taxes are correctly withheld and reported. Regular audits and reconciliations are conducted to verify the accuracy of payroll data. Sotty, the payroll manager, often collaborates with the finance team to stay updated on tax regulations and implement necessary changes promptly. This close cooperation ensures that Asante Dairy remains compliant with all tax obligations, avoiding potential penalties and ensuring financial stability.

- a) Describe the type of personnel records that are maintained at in Asantee Dairy. (5Marks)
- b) Examine how Asante Dairy's HR policies support its commitment to diversity and inclusion. (5 marks)
- c) Explain the role of the HRIS in managing employee information at Asante Dairy. (5marks)
- d) Discuss the processes Asante Dairy follows to ensure compliance with payroll tax regulations. (5 marks)
- e) Explain how Asante Dairy's performance management policy contributes to employee development and organizational growth. (5 marks)
- f) Outline HR policies at Asante Dairy Company Ltd that are essential for decision-making about employees. (5 marks)

## **QUESTION TWO (20 MARKS)**

- a) Discuss the impact of the centralization of HR records on organizational efficiency . (6 marks)
- b) Addressing these contemporary issues in personnel management requires a proactive and strategic approach with a focus on creating a supportive, inclusive, and adaptable work environment. Discuss the contemporary issues in Personnel Administration in modern organizations. (8 marks)
- c) Using relevant examples, explain the importance of HR policies for ensuring effective workforce management. (6 marks)

### **QUESTION THREE (20 MARKS)**

- a) As a Human Resource expert explain to your Management Team the merits of having HR manuals in the organization. (8 marks)
- b) Explain the key provisions of the Data Protection Act, 2019, that aim to protect personal data and privacy processing, and management by organizations. (6 marks)
- c) As a payroll expert, enumerate the responsibilities of payroll administrators. (6 marks)

### **QUESTION FOUR (20 MARKS)**

- a) Recently, Kenyan Gen Zees took to the streets to demonstrate against the Finance Bill 2024. As a Tax expert, explain to the Gen Zees the key functions of taxes in Kenya. (8 marks)
- b) Discuss the key challenges faced in the implementation and management of Management Information Systems (MIS) within organizations. (8 marks)
- c) Outline the benefits of being a member of the National Health Insurance Fund (NHIF), to new employees. (4 Marks)

### **QUESTION FIVE( 20 MARKS)**

- a) Evaluate the significance of Personnel administration on the effectiveness of an organization. (8marks)
- b) Examine the effectiveness of implementing a Human Resource Information System (HRIS) on HR functions. (8 marks)
- c) Enumerate the importance of National Social Security Funds (NSSF) to the informal sector workers. (4 marks)