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

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

KHR 413 - CONTEMPORARY ISSUES IN HUMAN RESOURCE
MANAGEMENT

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

You have just been given the position of a HR regional manager for ABC company which is a start-up tech company that has been in operation for the last three years. The company has operations in countries in Africa, Asia and Europe. The company deals with development of software solutions for various industries and has a workforce of about 500 employees from diverse background in terms of age, gender, ethnicity and cultures. The company aims at becoming the leading tech company in the globe in the next five years.

Required;

- a) Explain six roles you are expected to play as a HR manager in this company operating in the 21st century. (6 Marks)
- b) Discuss ways in which SHRM important to ABC company. (4 Marks)
- c) Identify six ways in which inclusivity in the ABC company can be promoted. (6 Marks)
- d) Evaluate five benefits that the ABC company gets from having a diverse workforce. (5 Marks)
- e) Describe three remote working designs that can be adopted by the ABC company. (3 Marks)
- f) Examine six strategies that you can employ as the HR regional manager in retaining the talented people in your organization. (6 Marks)

QUESTION TWO (20 MARKS)

- a) HRM in the 21st century faces a lot of challenges due to changes in the business environment. Describe four of these challenges. (8 Marks)
- b) The modern workforce is characterized by diversity in terms of age with the baby boomers, millennials, generation Z working together. Evaluate three benefits of a multigenerational workforce. (6 Marks)
- c) The Post-Covid-19 era has been characterized by a number of organizations embracing remote working designs. Examine three challenges of virtual workplaces. (6 Marks)

QUESTION THREE (20 MARKS)

- a) The modern day employee is not ascribing to the 'work for life' philosophy. Employees keep moving from one organization to another or even from one industry to another. It is therefore the role of the HRM to ensure that they attract and retain the best talent. Evaluate four reasons why employee leave organizations. (8 Marks)
- b) Discuss four considerations when choosing HRIS. (8 Marks)
- c) Identify four benefits of gig work. (4 Marks)

QUESTION FOUR (20 MARKS)

- a) Describe four talent management practices. (8 Marks)
- b) Dorcas is a lawyer and has been experiencing high level of burnout and has found herself dreading going to work in the morning. She barely gets time to spend with friend and family and one of her close friend commented that she needs to work on her emotional wellness. Explain three signs of emotional wellness. (6 Marks)
- c) Technology is always used to make work easier. Discuss three importance of HRIS. (6 Marks)

QUESTION FIVE (20 MARKS)

- a) Technology has made it possible for organizations to go global and have employees in different parts of the world. Examine four common challenges of global workforces. (8 Marks)
- b) Analyze four benefits of employee engagement. (8 Marks)
- c) Discuss two work-life balance initiatives that organizations can adopt. (4 Marks)