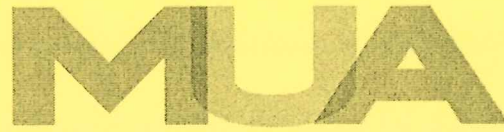


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POST GRADUATE UNIVERSITY EXAMINATIONS

SCHOOL OF MANAGEMENT AND LEADERSHIP

DEGREE OF MASTER OF BUSINESS ADMINISTRATION

HCO 502: HUMAN RESOURCE INFORMATION SYSTEMS

DATE: 19<sup>TH</sup> JULY 2022

DURATION: 3 HOURS

MAXIMUM MARKS: 60

INSTRUCTIONS:

1. Write your registration number on the answer booklet.
2. **DO NOT** write on this question paper.
3. This paper contains **FOUR (4)** questions.
4. Question **ONE** is **compulsory**.
5. Answer any other **TWO** questions.
6. Question **ONE** carries **30 MARKS** and the rest carry **15 MARKS** each.
7. **Write all your answers in the Examination answer booklet provided**

## QUESTION ONE

**Read the Case Study below carefully and answer the questions that follow:**

Hilton Hotel, Kenya is set to take its place as Kenya's largest and most sophisticated luxury conference and meeting location. It brings the ultimate event experience to the dynamic meetings and conferences, with an overall capacity of 3000 participants per sitting.

The versatile function rooms are located across two floors, and included the elegant grand ballroom. Six function rooms are on the ground level with a pre-function area ideally equipped to hold receptions. The lobby level also houses two meeting rooms and two boardrooms. Hilton Hotel makes available a full complement of meeting aids and technical assistance, which includes an impressive inventory of state-of-art equipment for high speed internet access and video conferencing. Experienced professional technicians can assist with the set-up and operation of each audiovisual programme.

The Hilton Hotel has long enjoyed a well-earned reputation for excellence in the field of conferences and catering. A professional and attentive team oversees many successful events and ensures that catering and conference needs are met to the client's satisfaction. To further enhance its position as a leading conference venue, a dedicated events team has been established and will provide and maintain the highest standards of excellence and personalized service for the delegates and organizers. Its convenient location ensures that those interested in using it are able to access it conveniently and with the least cost. The serene environment and security of the location are key features of the facility. The government further provides subsidies in form of reduced levies on most of the services provided as well as ensuring all the conferences of teachers in government sponsored schools take in the facility.

However, incidents of delayed payments of services by the government are not uncommon. Taxation that has been introduced on stationery does not go well with Hilton Hotel. Milimani Centre a newly established low class conference Centre is currently causing headache to Hilton Hotel. Besides the more than 50 employees seem de-motivated and a threat to the organization's anticipated breakthrough as a shining star in the industry. When a human resource consultant was consulted for advice, he opted to start investigation from information

regarding to employee profiles. None however existed in the HR inventory. He simply declined to proceed with the task.

**Required:**

- (a) Identify the key employee related information that if available, would have assisted the consultant to offer the necessary advice. [10 marks]
- (b) Using an appropriate tool, analyze the environment in which Hilton Hotel is operating. [10 marks]
- (c) Discuss FIVE factors that Hilton Hotel would likely to consider before acquiring new software for a large Human resource management [10 Marks]

**QUESTION TWO**

You have been called upon to be part of a team to develop ICT policy document for a Higher Learning Institution. You have been tasked to write the following sub-sections of the policy document.

- i) Internet access
- ii) Passwords
- iii) Harnessing with emerging technologies
- iv) Server security
- v) Decommissioning of ICT equipment

Write the sub-sections of the policy document. Ensure that each sub-section is about half a page and should have at least: - a statement, TWO strategic objectives, and an expected outcome. (15 marks)

**QUESTION THREE**

- a) Identify three users of human resource information systems and describe how it is used by each of the parties [6Marks]
- b) You overheard customers of a large prestigious global company complain about the

quality of information received from the company. Explain the key considerations that may lead to such conclusions. **[9 marks]**

**QUESTION FOUR**

a) Giving practical examples from an organization well known to you, explain the kind of human resource policies that exist and show why organizations develop policies.

**[7 marks]**

b) Explain how organizations can safeguard against loss of vital human resource related information.

**[8 marks]**