KARATINA UNIVERSITY

UNIVERSITY EXAMINATIONS

FOURTH YEAR, FIRST SEMESTER EXAMINATION

2023/2024 ACADEMIC YEAR

FOR THE DEGREE OF:

BACHELOR OF HUMAN RESOURCE MANAGEMENT

COURSE CODE: BHR 415

COURSE TITLE: METRICS IN HUMAN RESOURCE MANAGEMENT

DATE: 14/12/2023 **TIME: 8.00AM – 10.00AM**

INSTRUCTION TO CANDIDATES

- SEE INSIDE

ANSWER QUESTION ONE AND ANY OTHER THREE QUESTIONS

Question one

Case Study

XYZ CORPORATION

XYZ Corporation, a leading manufacturing company, is experiencing challenges related to employee turnover, productivity, and overall organizational effectiveness. The HR department has been tasked with measuring its contribution to addressing these challenges. As the HR manager, how would you approach this situation using a results-based approach to HR measurement and evaluation? Outline the steps you would take, including data collection methods, evaluation design, and key metrics to assess HR's contribution.

Required

a) Provide a comprehensive plan for measuring HR contribution at XYZ Corporation.

(10 Marks)

b) Explain five (5) reasons why it is important for organizations to communicate results of HR contribution to profitability to different audience in the organization   **(10 Marks)**

c) Elaborate five major objectives of Human resource metrics universally   **(5 Marks)**

QUESTION TWO

a) Participating in benchmarking projects can offer several benefits to HR staff and the organization as a whole. Discuss five key advantages of staff participation in benchmarking projects   **(10 Marks)**

b) A Comprehensive human resource audit should include a review of the certain issues. Evaluate five HR Audit approaches   **(5 Marks)**

QUESTION THREE

a) Some attempts to design human resource into a profit-center framework have been to operate as a profit center and charges the organization for the services and programs it offers. Explain five common initiatives in human resource to improve bottom-line

(10 Marks)

b) HR Metrics involves research and data collection. There are several research designs that can be applied in HR. Elucidate five major considerations in selecting survey design

(5 Marks)

QUESTION FOUR

a) Explain five major areas human resource index can be used in determining organizational effectiveness. **(10 Marks)**

b) Potential human resource success is hampered by several factors. Elaborate on five such factors **(5 Marks)**

QUESTION FIVE

a) Discuss two advantages and three disadvantages of single group time series evaluation design in HR **(10 Marks)**

b) Productivity in compensation is measured relative to where the organization expects pay to be positioned Identify five compensation measures used by HR practitioners

(5 Marks)

QUESTION SIX

a) Explain five productivity measures of fair employment practices in the public sector in Kenya **(10 Marks)**

(b) You are an HR manager at XYZ Company. Calculate the absenteeism rate for the month of May. During May, the total available work hours were 20,000, and the total hours lost due to employee absenteeism were 600. Provide your answer as a percentage.

(5 Marks)