The Management University of Africa

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POST GRADUATE UNIVERSITY EXAMINATIONS

SCHOOL OF MANAGEMENT AND LEADERSHIP

DEGREE OF MASTER OF BUSINESS ADMINISTRATION

HCO 502: HUMAN RESOURCE INFORMATION SYSTEM

DATE: AUGUST 2024

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:

HRIS at Weinstein Beverage Co

Weinstein Beverage experienced a number of challenges with their HR, Payroll, and Time & Attendance process before switching to Optimum HRIS. Running on multiple systems made reporting difficult and time consuming, the support they were receiving was lacking and costly, and they wanted more control over data. On top of all that, the last implementation they went through had not gone smoothly, making them hesitant to go through the process again. One of the biggest challenges Weinstein Beverage faced was running multiple processes across different data systems, which made reporting difficult and time consuming. Moving to Optimum allowed Weinstein to have their Payroll and HR on one single database, speeding up their previous data reporting process. While their Time & Attendance is still separate, Optimum was able to create a smoother interface to the application than their previous provider.

Customer service and support was a priority for Weinstein Beverage and their previous solution was making it very costly for them to get the support they wanted and needed. Optimum's 24/7 support team, with designated Certified Payroll Professional (CPP) support reps was just what Weinstein Beverage was looking for. "Even in the implementation process, the support team kept us moving forward," said the operations director at Weinstein Beverage, Kammie Radebaugh. "No matter how stressed we were on our end, the support team kept things unbelievably organized and calm for us to meet every deadline!"

Weinstein Beverage is fully running on Optimum's Payroll and Human Resource software and now has a completely streamlined payroll process. Moving to Optimum HRIS has saved valuable time and Weinstein has been utilizing Optimum's world-class 24/7 support as well as features like PTO plans, query reports, Year End and ACA reporting documents.

Required:

a) Examine five challenges experienced by Weinstein Beverage with their HR, Payroll, and Time & Attendance processes? **(5 Marks)**

b) Examine five advantages of Optimum's Payroll and Human Resource software to the company. **(5 Marks)**

c) Discuss How Optimum HRIS solve the reporting challenges? **(4 Marks)**

d) Discuss how the use of technology in the selection process is adding value to the organization. **(8 marks)**

e) Explain any five phases of Human Resource Information Systems development. **(8 marks)**

QUESTION TWO

a) Using Examples justify the need of a Human Resource Information System in an organization. **(7 marks)**

b) Your company is planning to implement a new HRIS. Implementing a Human Resource Information System is a big project and a major change for the organization. Discuss the measures that you will take as the Human Resource Manager to reduce resistance to the new Human Resource Information System. **(8 marks)**

QUESTION THREE

a) Organizations are using database management system to meet various information needs. Distinguish between a database and a database management system. **(4 marks)**

b) Explain how databases can support improved Human Resource decision making. **(8 marks)**

c) Elaborate how an HRIS can help an organization to increase productivity within their HR department. **(3 Marks)**

QUESTION FOUR

a) Describe the functions of 4 components of a Human Resource Information System. **(4 marks)**

b) Based on the following information create a proposal and functionalities to implement a HRIS for Company A. **(11 Marks)**

Company A Background:

- Mombasa Based Company with manufacturing plants in Nairobi
- Headcount for Mombasa Operations: 300 (mainly sales and customer service employees)
- Headcount for Nairobi 2,000 in 2 plants located in Industrial Area and Thika Road with 1,000 headcount for each plant
- Company Strategy: Deliver remarkable customer experience and extraordinary products to customers
- HR Strategy: Strive for efficiency and provide customer kind of experience to employees
- HR Department: 10 employees based in Mombasa and 20 employees based in Nairobi with average years of services of 11.5 years
- No HRIS Implemented for the time being and most of the works are handled in a manual way