BINDURA UNIVERSITY OF SCIENCE EDUCATION

FACULTY OF COMMERCE

DEPARTMENT OF HUMAN RESOURCES MANAGEMENT

COURSE: HUMAN RESOURCES ANALYTICS (HCM 404)

DURATION: 3 HOURS

JUN 2024

INSTRUCTIONS FOR CANDIDATES

1. Answer question **One** and any **Three** questions.

INFORMATION FOR CANDIDATES

1. All questions carry equal marks.
2. No unauthorised items must be brought into the examination room.

MATERIALS ALLOWED

1. Scientific Calculator

QUESTION 1. (Compulsory)

Read the following case study and answer the questions that follows:

A large food retailing company has procured and implemented a new Human Resources (HR) system. The management reporting functions of the HR system are weak and senior management want to improve fixed management reporting capabilities. The following options are being considered:

Option 1: The in-house development of a fixed reporting facility (using existing DBMS software) that would import data from the HR system.

Option 2: The procurement of a compatible software package that provides a set of standardized fixed reports directly off the HR data repository.

Requirement:

a) Discuss the strengths and weaknesses of the two options. State any assumptions you make about the organization within your answer. **(15 marks)**

b) Irrespective of the strengths and weaknesses, senior management have selected option 2. There are three packages available to choose from. Explain, with the aid of examples, the process you would adopt to choose the most suitable package to purchase. **(10 marks).**

QUESTION 2

What are the three categories of data stored in HRIS and discuss the different types of user or customers of HRIS. **(25 Marks).**

QUESTION 3

What is an RFP? Discuss the RFP design and the various criteria used to evaluate vendor proposals (25 marks)

QUESTION 4

Explain the concept of HR metrics and analytics and the difference between the two. Give examples of some HR metrics that you are aware of. **(25 marks)**

QUESTION 5

Discuss broad steps in planning for system implementation focusing on choice of Project manager, key terms like project charter and project creep. **(25 marks)**

QUESTION 6

Your organization is in plans of implementing a system with a *front-end portal for multiple accesses.* As an HR Manager, you have been asked to pen down your thoughts with respect to trainings. Identify key training needs for such an exercise. **(25 marks).**