



**CHRISTIAN SERVICE UNIVERSITY COLLEGE
KUMASI, GHANA
CSUC SCHOOL OF BUSINESS
DEPARTMENT OF MANAGEMENT AND GENERAL STUDIES
BACHELOR OF BUSINESS ADMINISTRATION
SPECIAL SUPPLEMENTARY EXAMINATION – 2018/19 ACADEMIC YEAR**

LEVEL 400

CSBH: HUMAN RESOURCE INFORMATION SYSTEM

August, 2019

100 Marks

Time Allowed: 2 Hours 30 minutes

GENERAL INSTRUCTION TO CANDIDATES:

- Answer all questions in Sections A and B, and any two (2) in Section C.
- Present all answers in essay form.
- Marks will be awarded for clarity of expression of ideas and grammar.
- Write your index number on top of the question paper.

Examiner: Raphael Asamoah

Section A: Case Study: (30 marks)

DHL is the world's largest international logistics company that offers its expertise in express, air and freight, contract logistics solutions and international mail services with worldwide coverage with over 300,000 employees across 220 countries.

In 2008 before using EmployeeConnect HR services, DHL's employees applied for leave by filling paper forms. 'Such vague and lengthy process totally frustrated HR staff. It also incurred lots of leave liabilities. Leave records could not be traced without an online leave application' said Jitin Patel, the Remuneration Consultant for DHL. Without a centralized leave application solution for employees, those application forms exhausted and upset DHL HR Office in Malaysia. In late 2008, DHL chose EmployeeConnect to provide hosted HR services which totally changed the company's operation.

Having used EmployeeConnect for two years, it reduces the cost of managing the leave application and enables managers to focus more on projects and businesses with higher value-add. EmployeeConnect enables managers to check the employees leave balance easily. By knowing employee's schedules, it enables better resources allocation and most importantly, minimizes the leave liabilities. The HR Office can also login to check the employees' leave records. Within two years of implementing EmployeeConnect, Jitin highly appreciates the benefits. Jitin commented that the benefits brought by using EmployeeConnect are far more than using the on- premises solution. EmployeeConnect hosted HR services enable the HR department to enhance better collaboration with other departments.

"EmployeeConnect provides a flexible system with very professional services. DHL is very happy with EmployeeConnect hosted HR services over the last 2 years. EmployeeConnect hosted HR services is best fitting different organization structures; it is a simple and user friendly system which enables DHL to start even with minimal training. I will not hesitate to recommend EmployeeConnect as a trustworthy hosting service provider." remarked by Jitin.

Questions:

- i. Identify the fundamental purpose for DHL to automate their leave application process. **(5 marks)**
- ii. State any two challenges of DHLs' previous leave management practices as against the benefits of the newly automated system. **(5 marks)**
- iii. Identify and comment on the system delivery method adopted by DHL for the implementation of EmployeeConect system. **(5 marks)**
- iv. Determine any two probable users and their respective use of the new DHL's HR system. **(5marks)**
- v. State any five system requirements that DHL would consider for the successful implementation of EmployeeConnect system. **(5 marks)**
- vi. Suggest a befitting title for the case. **(5 marks)**

Section B: (30 marks): Choose the correct answer from the options provided in each question.

1. HRIS principal areas of development include the management of all except: (a) payroll; (b) time & attendance; (c) involvement; (d) vacation/leave
2. Information Technology in the form of internet and automation has facilitated accessibility, reliability and accuracy of: (a) management; (b) leadership; (c) information; (d) supervision
3. HRIS allows Human Resource activities and processes to occur: (a) manually; (b) electronically; (c) economically; (d) physically.
4. HRIS data on employee, principally, include name, contact address, job title, salary, qualification, but not: (a) parents name; (b) date of birth; (c) hobbies; (d) hometown
5. The goal of many information systems is to transform data into information in order to generate knowledge for: (a) job; (b) transformation; (c) calculation; (d) decisions
6. Information management principles include all but: (a) managing simplicity; (b) recognizing complexity; (c) focusing adoption; (d) delivering tangible benefits
7. The software component of Information Technology include automation tools, operating systems and: (a) storage devices; (b) applications; (c) monitor; (d) mouse
8. HRIS and its applications in management systems require a clear understanding of data, information and: (a) wisdom; (b) business (c) knowledge (d) servers
9. Among others, database comprises: (a) entities & domains; (b) tracks & cells; (c) communication & data; (d) fields & records
10. The use of the right HRIS helps reduce HR transaction time, leading to HR and organizational: (a) effectiveness & efficiency; (b) ethics & discipline; (c) power & authority; (d) processes & procedures
11. HR Management has been impacted positively by information technology (IT) several way except: (a) H P Planning (b) Training & Development (c) Data management (d) HR Socializing
12. One of the key challenges of technology to HR Management is: (a) high profitability (b) high cost (c) high productivity (d) high turnover
13. Shared Services provides a platform for HR to create capacity by streamlining and (a) monitoring work (b) automating work (c) evaluating work (d) designing work
14. The three principal drivers to the introduction of HR shared service include: (a) quality service (b) quantity service (c) special service (d) customer service
15. After an attacker has read an organization's data, the next logical step is to: (a) alter it (b) protect it (c) defend it (d) save it
16. A network and data attack, in which information is mainly monitored is describes: (a) active attack (b) window attack (c) passive attack (d) functional attack
17. Implementing an HRIS requires: (a) momentary planning (b) careful planning (c) adverse planning (d) basic planning

Index Number.....Signature.....Date.....

18. The purpose of outsourcing an HR function is to allow HR to offload work that is not part of its (a) hobbies (b) requirements (c) core business (d) mandate
19. Change is inevitable and it can only be (a) avoided (b) planned (c) faced (d) managed
20. Organizations usually change because business environment: (a) progresses (b) changes (c) improves (d) stagnates
21. HRIS users can be both employees and (a) management (b) non-employees (c) board members (d) customers
22. Every HRIS implementation need top management (a) disapproval (b) assessment (c) management (d) approval
23. Systems designing consideration include, decision on nature of platform and: (a) delivery method (b) design method (c) procurement method (d) calculation method
24. Organizations that cannot properly utilize their information assets risk serious (a) damage (b) success (c) failure (d) intervention
25. Information management is an emerging field that is concerned with the infrastructure used to collect, manage, preserve, store and (a) extract information (b) purchase information (c) monitor information (d) deliver information
26. The security measures applicable to any information system should be proportional to: (a) size of computer (b) an assessed risk (c) value of data (d) level of HR
27. Information security implementation demonstrates a clear commitment to data security- including confidentiality and: (a) strict accessibility rules (b) freedom of accessibility (c) absence of accessibility (d) total accessibility restriction
28. Project Management is the art of managing all the aspects of a project from: (a) recruitment to termination (b) inception to closure (c) design to construction (d) discussion to management
29. Choosing appropriate project manager or consultant takes place at the project: (a) initiation stage (b) design (c) planning stage (d) evaluation stage
30. In database concept, fields represent: (a) columns (b) tables (c) rows (d) cells

Section C; Question 1: (20 marks)

- i. With examples, identify and explain the components of an information system. (10 marks)
- ii. With the help of a diagram, explain the System Development Life Cycle of information system design. (10 marks)

Section C; Question 2: (20 marks)

- i. State any **four** basic processes Database Management Systems (DBMS) support. (4 marks)
- ii. Discuss the challenges and benefits of a well-designed HRIS. (16 marks)

Section C; Question 3: (20 marks)

- With the help of a diagram, briefly describe the phases of a project life cycle? (10 marks)
- A financial institution created a Gantt chart as part of the processes of implementing an HRIS project as indicated below. Interpret the chart per the questions below: (10 marks)

Project Task	16-Jan	20-Jan	24-Jan	28-Jan	1-Feb	5-Feb	9-Feb	13-Feb	17-Feb	21-Feb
Scoping										
Outcome determination										
Process map out										
Requirements & Budget										
Vendor selection										
Project plan										
Execution										
Testing & evaluation										
Training & education										

- Briefly define a Gantt chart.
- What are the project start and end dates respectively?
- Identify the task that will take the longest duration to accomplish.
- Briefly discuss the effect on the project if the end date is extended to February 21.
- Indicate how the company will mitigate project scope creep and budget variance risks?

Section C; Question 4: (20 marks)

- Explain how planning helps in the successful implementation of Human Resource Information System. (15 marks)
- What are the basic properties of an information system? (5 marks)

Section C; Question 5: (20 marks)

- Describe any four ways in which an application-layer attack targets a server. (8 marks)
- Discuss the challenges that confront organizations that implement HR shared service system and how they can be overcome by organizations? (12 marks)