



KENYATTA UNIVERSITY
UNIVERSITY EXAMINATIONS 2015/2016

**SECOND SEMESTER EXAMINATION FOR THE DEGREE OF MASTER OF PUBLIC
POLICY AND ADMINISTRATION**

APP 814: HUMAN RESOURCES MANAGEMENT IN PUBLIC SECTOR

DATE: SATURDAY 9TH APRIL 2016

TIME: 9.00 A.M. - 12.00 P.M.

INSTRUCTIONS: Answer Question 1 and ANY other TWO.

1. CASE ANALYSIS: E-HRM

Whose business is it when you Blog?

Just as organizations have become used to the idea of warning employees that their e-mail messages are not private, along come blogs (Web logs), with their own set of privacy issues. Although some organizations have begun to use blogs as a marketing tool, most blogs are written by individuals who enjoy posting their thoughts online. The privacy issue involves the line between what people do as employees and what they do on their own time.

Consider the case of mark O'muse. After he obtained a job with Ministry of Information and Technology, he began posting his observations about the government in a blog he named Beautiful to Behold About a week after the entries began, they disappeared temporarily, and they reappeared after some editing was done on them. Jean the HR Officer in the Ministry noted that then Ministry was "pretty cool about" his blog, but a few weeks later, word leaked that he was no longer working for the government.

Other bloggers from private sector came to his defence arguing that they didn't believe he was doing anything wrong. A communications officer in the Ministry wrote a blog titled: "Employees' Caution", "it's not easy writing in public. All it take is one paragraph to lose credibility, have people to laugh at you, get you sued, create a PR firestorm, or get your boss mad at you."

Jean is not the first blogger to lose his job. Ellen Simonetti was fired after her Queen of Sky blog posted pictures of herself posed humorously and a little provocatively in her flight attendance uniform. Bank employee Peter Whitney was fired after co-workers came across his Gravity spike blog, which included complaints about work. Heather Armstrong's blog at www.dooce.com included exaggerated stories about work. They were intended to amuse her family and friends, but her boss, alerted by an anonymous tip, was not amused.

- a. Explain who might be affected by a blog written about an organization and how they could be affected? (10 marks)
 - b. What kinds of work-related information may be public? (6 marks)
 - c. Explain the kind of information that the government has a right to keep private? (6 marks)
 - d. Imagine that you work in human resources department and you learn that an employee of your Ministry has mentioned work-related topics in a blog. Explain what you would do. (8 marks)
2. As a HRM professional in the public sector, discuss the values that you would promote among your employees in order to promote effective and efficient service delivery. (15 marks)
3. a) Examine four sources of recruitment and selection in public sector employees. (8 marks)
- b) Explain the conundrums that exist in public sector recruitment and selection. (7 marks)
4. As a Human Resource Manager of a public sector entity, show how you would initiate and execute the process of employee termination. (15 marks)
5. a) Differentiate between hard and soft human resource planning. (5 marks)
- b) Explain the rationale for HR Planning in public sector. (10 marks)
