

CHUKA



UNIVERSITY

**UNIVERSITY EXAMINATIONS**

**EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF COMMERCE**

**BCOM 451: MANAGING HUMAN RESOURCE PERFORMANCE**

**STREAMS:**

**TIME: 2 HOURS**

**DAY/DATE: TUESDAY 23/03/2021**

**2.30 P.M – 4.30 P.M**

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**INSTRUCTIONS:**

**Answer question one and any other two questions**

**QUESTION ONE**

(a) PEWA is a federation of trade union of women who earn a living through their own labour on small businesses. Their first handle was to convince decision makers that their members were workers despite the lack of formal employment relationships. The empowerment of either gender is important since shared knowledge among members leads to socio-psychological development. PEWA is not just a trade union but a movement with a strategy of struggle and development specifically in fighting for their rights in the national and international employment arena. In this union there are those perceived to be with disability while others are manual workers.

(i) Basing your explanation on human resource practices explain the reasons supporting the fact that manual workers require recognition in the employment arena. [10 marks]

(ii) Diversity management ought to be embraced in employment opportunities. Suggest stakeholders role in ensuring that all gender is given an opportunity to perform different roles in organizations. [12 marks]

(b) Explain the role of team leader in ensuring that work group deliver expected performance targets for an organization. [8 marks]

**QUESTION TWO**

- (a) You have been appointed in a committee that will spearhead a job evaluation exercise. Explain the types of documents that you will require for this exercise and justify their usefulness towards completion of this task. [12 marks]
- (b) Basing your argument on human resource theories, explain positive reinforcements that may be used to induce employee performance. [8 marks]

### QUESTION THREE

- (a) Explain ways in which a human resource manager may apply managerial functions in managing employees in an organization. [8 marks]
- (b) Explain the contribution of the following motivation theories on understanding link between rewards and performance.
- (i) Fredrick Hertzberg [6 marks]
- (ii) Vrooms expectancy theory. [6 marks]

### QUESTION FOUR

- (a) An organizations stakeholders rely on its performance. From the stakeholders perspective explain the role of employees in an organization. [12 marks]
- (b) Explain the factors that cause job satisfaction and dissatisfaction to work teams and suggest ways in which managers may deal with such situations. [8 marks]
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