

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF COMMERCE

BCOM 451: MANAGING HUMAN RESOURCE PERFORMANCE

STREAMS: BCOM

TIME: 2 HOURS

DAY/DATE: THURSDAY 23/09/2021

8.30 A.M – 10.30 A.M.

INSTRUCTIONS:

- **Answer question ONE and any other TWO.**

QUESTION ONE

MEDLIT ENTERPRISES

Medlit enterprises was formed in early 2,000 through a merger between a bank and an insurance company. The group offers micro finance services and has its headquarters in a developed country. The core business of the company is offering loans to members and providing different financial services. It operates in more than 3 countries and has more than 1,000 employees. Previously this company merged with another company in order to be competition and take advantage of economies of scale. Growth and expansion have been a key characteristics since the merger and hence an increase in number of employees working for the organization. It has been a challenge to manage local and global employees due to different global cultures, economic trends and legal requirements.

- (i) Explain methods of dealing with local and global human resource challenges facing Medlit enterprises. (10 marks)
 - (ii) Describe diversity factors that may affect employee and organizational performance in the overseas branches. (10 marks)
- (b) In relation to human resource management describe the challenges facing public sector organizations and suggest possible methods of dealing with the challenges. (10 marks)

QUESTION TWO

- (a) Explain the contribution of Fredrick Winslaw Taylor towards understanding factors influencing employees' performance in organizations. (12 marks)
- (b) Explain the reasons why job evaluation is of necessity to large multinational corporations. (8 marks)

QUESTION THREE

- (a) Performance appraisal provides information on employee contribution in attainment of organizational goals. Explain job related factors that may be considered during this process and propose what may be done in order to make the performance appraisal process successful. (10 marks)

QUESTION FOUR

- (a) Describe the manager and individual members role in ensuring peaceful coexistence in the working environment. (10 marks)
 - (b) Describe the performance management process and the principles of good performance management. (10 marks)
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