

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF COMMERCE

BCOM 451: MANAGING HUMAN RESOURCE PERFORMANCE

STREAMS: BCOM (ODEL)

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 06/10/2021

8.30 A.M – 10.30 A.M.

INSTRUCTIONS:

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

QUESTION ONE

- (a) Explain the type of information derived from effective performance management in organizations. (8 marks)
- (b) Using Abraham Maslow's hierarchy of needs and Vroom's expectancy theory explain the ways in which employees may be internally motivated at the work place .(12 marks)
- (c) Employee performance is equivalent to organizational performance. Using scientific management theories as reference discuss this statement. (10 marks)

QUESTION TWO

- (a) Explain human resource activities and indicate the ways in which they may be used in enhancing employee's performance. (10 marks)
- (b) As a human resource consultant, you have been invited to conduct a training to a group of human resource assistants on development of a performance appraisal pre-printed form. Explain the role of the appraiser and appraisee in this process and indicate circumstances under which the performance appraisal tool may be considered inefficient. (10 marks)

QUESTION THREE

- (a) As a human resource consultant, you have been invited to conduct a training to a group of human resource assistants on development of a performance appraisal pre-printed form. Explain the role of the appraiser and appraisee in this process and indicate circumstances under which the performance appraisal tool maybe considered ineffective. (12 marks)
- (b) Explain the non-financial rewards that an organization may provide to its employees. (8 marks)

QUESTION FOUR

- (a) Explain indicators of non-performance among employees and possible supervisor related causes that may lead to such circumstances. (10 marks)
- (b) Describe the role of a member in a work group and merits of team-based rewards in organizations. (10 marks)
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