

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

FOURTH YEAR EXAMINATION FOR THE AWARD OF DEGREE
OF BACHELOR OF COMMERCE

BCOM 460/BCOM 451: MANAGING OF HUMAN RESOURCE PERFORMANCE

STREAMS: BCOM Y4S1

TIME: 2 HOURS

DAY/DATE: THURSDAY 7/12/2017

2.30 P.M - 4.30 P.M.

INSTRUCTIONS:

- Answer Question ONE and any other TWO Questions
- Do not write on the question paper

QUESTION ONE

- (i) Performance management defines interaction with an employee at every step of the way in between major life cycle. However, there are no actions included in performances management system. Discuss. [10 Marks]
- (ii) Discuss the fundamental phases of the process of motivation. [10 Marks]
- (iii) Explain the steps that would be adopted in an organization to enhance team performance. [10 Marks]

QUESTION TWO

- (a) Job design fixes the duties and responsibilities of the job, the methods of doing the job and the relationships between the job holder and his superiors, subordinates and colleagues. Discuss the factors that affect job design in an organization. [10 Marks]
- (b) Explain the advantages and objectives of performance appraisal. [10 Marks]

QUESTION THREE

- (a) Explain the Cost-benefit analysis of employee recognition. [10 Marks]
- (b) Expectancy Theory has no relevance to managerial implication. Discuss. [10 Marks]

QUESTION FOUR

(a) Highlight the pros and cons of a Variable Pay Plan.

[10 Marks]

(b) Differentiate between incentive award and recognition.

[10 Marks]

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