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(The University of Choice)

MASINDE MULIRO UNIVERSITY OF SCIENCE AND TECHNOLOGY (MMUST)

MAIN CAMPUS, BUNGOMA

UNIVERSITY EXAMINATIONS

2023/2024 ACADEMIC YEAR

FOURTH YEAR SECOND SEMESTER EXAMINATIONS

FOR THE BACHELOR OF COMMERCE DEGREE

COURSE CODE: **BCB 431**

COURSE TITLE: **EMPLOYEE PERFORMANCE MANAGEMENT**

DATE: THURSDAY 11TH APRIL 2024 TIME: 11.30-1.30 PM

INSTRUCTIONS TO CANDIDATES

- **Answer Question ONE (Compulsory) and any other TWO Questions.**
- **Do not write anything on the question paper.**
- **Duration 2 hours**
- MMUST observes ZERO tolerance to examination cheating
- This Paper Consists of 3 Printed Pages. Please Turn Over.

Question One

(a) Mr. Juju is a senior supervisor in the Department of Human Resources in Jostok Company Ltd. He has identified a human resource gap in his department. He is in the process of coming up with a job analysis.

Explain the steps he may use to succeed in his exercise. (10 marks)

(b) Discuss the trends that may affect decisions made by the senior management as regards production of commodities. (10 marks)

(c) Explain briefly the principles of job design as used by production supervisors in an international organization (10 marks)

Question Two

(a) Mrs. Tango is a newly appointed production manager of Kendu Confectioners Company Ltd. You are her immediate supervisor assigned to her. Explain to her the significance of measuring the work performed by her members of staff.

(10 marks)

(b) The following information regarding the output produced and inputs consumed for a particular time period for XYZ Company:

		Shs
Output	–	10,000,000
Human input	–	3,000,000
Material input	–	2,000,000
Capital input	–	3,000,000
Energy input	–	1,000,000
Other misc. input	–	500,000

The values are in terms of base year shilling value.

Calculate various p roductivity indices.

Question Three

(a) Explain the Behavioural approach of job design (10 marks)

(b) You are Production Manager of Kakuzi Company Ltd. You are intending to ensure that productivity in your organization is improved. However, you have realized that there are some factors affecting your plan. Explain such factors. (10 marks)

Question Four

(a) Explain the benefits that an organization enjoys by conducting a job analysis.

(b) Explain characteristics of performance management (10 marks).

Question Five

(a) You intend to design the way activities are done in your organization. Explain the THREE methods of that you shall employ (10 marks)

(b) You are in the process or remunerating your staff who have been performing well in your organization. Explain the determinants that you use in such an exercise.

(10 marks)