



GRETSA UNIVERSITY - THIKA

UNIVERSITY EXAMINATIONS MAY – AUGUST 2023 SEMESTER

BACHELOR OF COMMERCE

COURSE CODE: BCHR 405

**COURSE TITLE: CONTEMPORARY ISSUES IN HUMAN
RESOURCE MANAGEMENT**

DATE: 16 AUGUST 2023

TIME: 8.00 AM – 11.00 AM

INSTRUCTIONS TO CANDIDATES

1. SECTION A IS **COMPULSORY**.
2. SECTION B: ANSWER ANY OTHER **THREE** QUESTIONS.
3. **DO NOT** WRITE ANYTHING ON THIS QUESTION PAPER AS IT WILL BE AN EXAM IRREGULARITY.
4. ALL ROUGH WORK SHOULD BE AT THE BACK OF YOUR ANSWER BOOKLET AND CROSSED OUT.

CAUTION: *All exam rooms are under CCTV surveillance during the examination period.*

SECTION A: COMPULSORY

Question One

BCL limited is a firm situated in Nairobi County. During the 2019/2020 period when Covid struck and affected many Organisations', BCL limited was forced to cut down on the number of employees working in the firm. The few who remained were expected to work from home. The year January 2022 had some relief as covid infections had dramatically reduced and with the intervention of vaccines already in circulation, the firm's management recalled the employees who were working from home. After the return of the employees back to the firm, the management has seen a trend in the increase in request for leave of work and a general desire of the employees to continue working from home

Required

Explain five measures the firm can utilise to attract more staff to consider working from the office but still maintain the level of productivity **[10 marks]**

b) There are pending regulations currently being discussed at the National Assembly level that are expected to affect employee's disposable income. The same regulations are also expected to have an impact on the contributions remitted by the employer on before of the employee. This would have an effect on the overall cost of maintaining employees at the workplace which may cause some level of retrenchment in the Country. Discuss five ways in which an employee increase his chances of survival in a firm despite the threat of a firm firing some of its employees. **[10 marks]**

c) Ann is an expatriate who has come from South Africa to manage Alio insurance company. The firm's management seeks your advice as a human resource consultant on the basis in which they can reward Ann in order to retain her as an employee of the firm
Discuss five approaches of compensation the firm can utilise in order to reward and maintain her as an employee of the firm **[10 marks]**

d) Elaborate on how information technology has impacted the way human resource department undertakes its function in an Organisation **[10 marks]**

SECTION B: ANSWER ANY THREE QUESTIONS

Question Two

- a) The employees of BTL limited have consistently been complaining of harassment at the work place by the operations manager to whom they report to. As a general manager of the firm discuss measures that you introduce in order to control the issue and bring peace and stability into the firm **[10 marks]**
- b) Quality of work life in an Organisation increases the productivity of the employees in the long run. Explain five ways in which a human resource officer in a firm can improve the work life of the firm's employees thereby increasing productivity **[10 marks]**
- c)

Question three

- a) Amos is the general manager of Bidco enterprises. Explain five responsibility tasks he can play in the development of his employees **[10 marks]**
- b) Globalisation has revolutionised the way people operate businesses and interact with employees. Discuss five challenges in the modern human resource management that have been brought about by globalisation **[10 marks]**

Question Four

- a) The HIV pandemic has been in the Country for some time now. The government has implemented several measures that seek to reduce the number of new infections and control deaths resulting from the infection of the disease. Explain the role a firm can play in securing its employees who are Suffering from the disease and ensuring that there are still productive at their jobs **[10 marks]**
- b) Performance appraisal is a necessary tasks for any firm that intends to succeed. Explain five objectives the Performance Appraisal seeks to achieve **[10 marks]**

Question five

- a) According to the Kenyan law on employment firms are encouraged to have at least 5% of its workforce comprising of people from other tribes and cultures. Explain the benefit of encouraging diversity in any firm **[10 marks]**
- b) As part of increasing efficiency in a firm's operations, some tasks are being handled by machine as opposed to employees. Explain three benefits and two negative repercussions that can come about from such a move **[10 marks]**