



GRETSA UNIVERSITY - THIKA

UNIVERSITY EXAMINATIONS JANUARY - APRIL 2025 SEMESTER

BACHELOR OF COMMERCE

COURSE CODE: BCHR 402

COURSE TITLE: WORK DESIGN AND MEASUREMENT

DATE: 5 APRIL 2025

TIME: 8.00 AM – 10.00 AM

INSTRUCTIONS TO CANDIDATES

1. SECTION A IS **COMPULSORY**.
2. SECTION B: ANSWER ANY OTHER **TWO** 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

- a) Kiboko Printers Limited has been advised by their Board of Directors to undertake a job design but as their HR consultant you know there are some pertinent issues that must be put into consideration when undertaking job design. Elaborate on these issues
[8 marks]
- b) Job design concerns itself on how tasks can be combined to form a complete job. It also establishes how a particular job is related to other job. Discuss the principles of job design
[8 marks]
- c) Four basic methods have traditionally been said to describe most of the numerous job evaluation systems. Describe these four methods giving their advantages**[8 marks]**
- d) Distinguish between these terminologies: micromotion; job analysis and job redesign **[6 marks]**

SECTION B: ANSWER ANY TWO QUESTIONS

Question Two

- a) Work measurement helps in analyzing jobs for the purpose of setting the performance standards and benchmarks. What are the major reasons for work measurement in today's firms?
[10 marks]
- b) The job characteristics model involves different job dimensions. Elaborate these five job dimensions.
[10 marks]

Question three

- a) Job evaluation is the process by which the organization develops a job structure but it faces a certain dilemma. Explain this dilemma giving your take on which side to choose
[10 marks]
- b) No Job classification is essential in any evaluation of a job. Describe the steps involved in job classification.
[10 marks]

Question Four

- a) Any reward if used well, can assist the manager in establishing a motivational climate for person within the work unit. Explain the various factors to consider when selecting a good reward scheme. **[10 marks]**
- b) There are a number of job evaluation approaches or methods that organizations can use to evaluate jobs. Describe any five of these methods. **[10 marks]**

Question five

- a) Both the installation and operation of a job evaluation requires work from many parts of the organization. Elaborate on this statement showing who is responsible for the installation and operation of the evaluation **[10 marks]**
- b) Job performance evaluations are a vital part of an employee's development and a variety of methods can be used. Discuss any five methods used in job performance evaluation **[10 marks]**