

**KIBABII UNIVERSITY**



**UNIVERSITY EXAMINATIONS**

**2021/2022 ACADEMIC YEAR  
FOURTH YEAR SECOND SEMESTER  
MAIN EXAMINATION**

**FOR THE DEGREE OF BACHELOR OF  
COMMERCE**

**COURSE CODE: BCH 421**

**COURSE TITLE: WORK DESIGN AND  
MEASUREMENT**

**DATE: 01/09/2022**

**TIME: 9.00 – 11.00AM**

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**INSTRUCTION TO CANDIDATES**

- 1) The paper contains **FIVE** questions
- 2) Attempt **THREE** questions
- 3) Question **ONE** is Compulsory

**TIME: 2 Hours**

**KIBU observes ZERO tolerance to examination cheating**

## QUESTION ONE (COMPULSORY)

*Read the following case study and answer the questions that follow.*

Wanjala and Son's Mechanics Ltd decided to do a job evaluation for the key positions in their organization. They set an evaluation committee to compare the responsibility of the mechanics with other key jobs in the organization. It was decided subjectively that the mechanic's responsibility is between that of the forklift driver and that of the secretary. Since the mechanic's job requires about  $\frac{3}{4}$  of the mechanic's skills, the skill component was given the highest compensable factor when deciding on the mechanic's total wage. Using this type of method the Job evaluation committee ranked every other job according to its relative worth.

### **Required:**

- Define Job Evaluation. (2 marks)
- List four (4) objectives of Job evaluation. (4 marks)
- c) Describe any two (2) methods of conducting Job evaluation. (4 marks)
- d) Which type of job evaluation method has been used in the above case study?  
Give reasons to support your answer. (4 marks)
- e) Before conducting job evaluation it is important to first conduct Job analysis,  
(i) Define the job analysis (2 marks)  
(ii) Discuss any 2 methods of conducting job analysis (4 marks)
- f) Job design is very important in any organization, discuss five (5) approaches of job design. (10 marks)

## SECTION B

**Answer any TWO questions.**

### **QUESTION TWO**

The physical aspects of a workplace environment can have a direct impact on the productivity. Discuss how the workplace can be evaluated and how this contributes to productivity. (10 marks)

How does effective compensation management help an organization achieve its strategic objectives? (10 marks)

### **QUESTION THREE**

Explain five (5) ways in which employees may contribute to good relations in an organization. (10 marks)

b) "Machines are replacing employees in organizations." Discuss. (10 marks)

### **QUESTION FOUR**

a) Define method study flow and illustrate its importance in an organization of your choice. (10 marks)

Good employee relations leads to high productivity. Discuss the factors affecting human relations skills at the work place. (10 marks)

### **QUESTION FIVE**

Job re-design is carried out in organizations to revisit and restructure jobs to meet the specific needs of a particular segment of the workforce. Discuss the process of job re design. (10 marks)

b) Define ergonomics and explain its impact on workplace design. (10 marks)