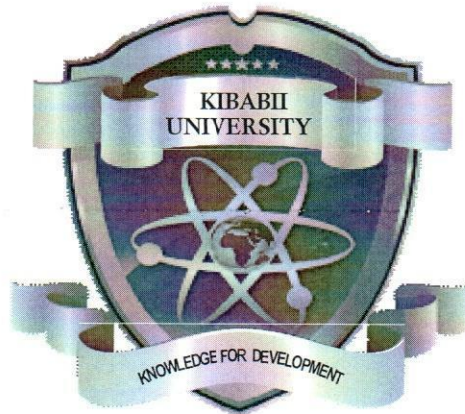


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KIBABII UNIVERSITY



UNIVERSITY EXAMINATIONS

2021 / 2022 ACADEMIC YEAR
FOURTH YEAR SECOND SEMESTER
SPECIAL / SUPPLEMENTARY EXAMINATION

FOR THE DEGREE OF BACHELOR OF COMMERCE
COURSE CODE: BCH 421
COURSE TITLE: WORK DESIGN AND MEASUREMENT
DATE: 25 / 11 / 2022 TIME: 8.00 – 10.00AM

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)

- a) Define the following terminologies citing appropriate examples;
- i. Work design (2 marks)
 - ii. Work Measurement (2 marks)
 - iii. Ergonomics (2 marks)
 - iv. Method Study flow (2 marks)
 - v. Employee Relations (2 marks)
- b) Discuss factors affecting job design. (10 marks)
- c) Machines are being embraced by most organizations. Are you for or against this practice? Elaborate. (10 marks)

SECTION B

Answer any TWO questions.

QUESTION TWO

- a) What is the importance of cultivating healthy employee relations at the workplace. Discuss this citing relevant examples. (10 marks)
- b) Organizations are embracing modern trends in method work flow. Explain. (10 marks)

QUESTION THREE

- a) Illustrate the techniques of work measurement. (10 marks)
- b) Define High Performance Work Systems and explain its importance in organizations today. (10 marks)

QUESTION FOUR

- Highlight the role of technology in Human Resource Management. (10 marks)
- Discuss the process of job design. (10 marks)

QUESTION FIVE

- a) Highlight the guidelines for work design. (10 marks)
- b) Time and motion study is important. Discuss this citing relevant examples. (10 marks)