



MASENO UNIVERSITY
UNIVERSITY EXAMINATIONS 2016/2017

**FOURTH YEAR FIRST SEMESTER EXAMINATIONS FOR THE
DEGREE OF BACHELOR OF BUSINESS ADMINISTRATION
WITH INFORMATION TECHNOLOGY**

HOMA-BAY CAMPUS - WEEKEND

**ABA 433: EMPLOYEE DEVELOPMENT AND CAREER
MANAGEMENT**

Date: 3rd December, 2016

Time: 9.00 - 12.00 noon

INSTRUCTIONS:

- Answer question ONE and any other THREE questions.
- Question one carries 25 marks and the rest 15 marks each



QUESTION ONE

Nyaunyo, Inc. is a small manufacturing company whose sales success or failure rests in the hands of sales representatives employed by franchised dealers operating independently. Nyaunyo faces a challenging situation because it does not have control over the people working for the independent dealership. It is the performance of these individuals that dictates Nyaunyo's sales success. Sales representatives varied greatly in terms of their levels of skills and knowledge, most put little effort beyond taking orders, and they did not feel motivated to make additional sales.

Recently, understanding the need to improve the performance of sales representatives, Nyaunyo agreed to partially fund and support a training programme for them. As a Human Resource Consultant:

- a) Explain to the management of Nyaunyo and the dealership the difference between training and development (7 Mks)
- b) Identify for the management of Nyaunyo and the dealerships the training needs to enable them effect effective training (9 Mks)
- c) Explain to the employees of the dealership, steps they should follow to manage their careers so as to motivate them (8 Mks)
- d) Describe to the management of Nyaunyo one kind of effective training which they should fund and support (1 Mk)

QUESTION TWO

- a) Expectancy Theory was put forward by Victor Vroom in 1964 and was further developed by Porter and Lawler (1968). Discuss applications of expectancy Theory in the work place (10 Mks)
 - b) Explain the reasons why management should link pay to employee performance (5 Mks)
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QUESTION THREE

- a) As the new Human Resource Manager of any organization, explain to the management the factors they need to consider to successfully deal with stress among employees (6 Mks)
- b) Discuss the process management should follow when evaluating jobs (9 Mks)

QUESTION FOUR

- a) Describe the legal implication of performance appraisal (13 Mks)
- b) Discuss the factors that influence the wage and salary structure (2 Mks)

QUESTION FIVE

Explain the off-the-job methods of development to any organization (15 Mks)

QUESTION SIX

- a) Explain a model of job satisfaction as provided by Christen, Lyer and Soberman (2006). (5 Mks)
- b) Discuss incentives that can accrue to an individual employee (5 Mks)
- c) Describe some of the ways in which management may deal with sexual harassment in the work place (5 Mks)