



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF BUSINESS & ECONOMICS
UNIVERSITY EXAMINATION FOR DEGREE OF BACHELOR OF BUSINESS
ADMINISTRATION WITH IT -SCM OPTION Y4SI
KISII CAMPUS-PART TIME**

COURSE CODE: ABA 433

COURSE TITLE: EMPLOYEE DEV. & CAREERS MANAGEMENT

EXAM VENUE: LR 17

STREAM: (BBA)

DATE: 20/12/16

EXAM SESSION: 9.00 -11.00 AM

TIME: 2 HOURS

Instructions:

- 1. Answer Question ONE (COMPULSORY) and ANY other 2 questions**
- 2. Candidates are advised not to write on the question paper.**
- 3. Candidates must hand in their answer booklets to the invigilator while in the examination room.**

QUESTION ONE

- a) Today's work environment requires employees to be skilled in performing complex tasks in an efficient, cost-effective, and safe manner. Training needs Analysis helps to put the training resources to good use. Explain any seven types of needs analysis. (10marks).
- b) The process of career planning helps individuals in planning their career and deciding about their future. Explain the steps involved in career planning. (10marks).
- c) Employers should conduct fair performance appraisal in order to avoid legal suit. Discuss some of the legal issues associated with performance appraisal. (10marks).

QUESTION TWO

- a) A job evaluation is a systematic way of determining the value/worth of a job in relation to other jobs in an organization. It tries to make a systematic comparison between jobs to assess their relative worth for the purpose of establishing a rational pay structure. Explain the approaches to job evaluation. (10marks).
- b) Some turnover is unavoidable, but most can be prevented. Highlight some strategies for increasing employee retention rate. (10marks).

QUESTION THREE

(20marks)

Explain the Expectancy theory and its managerial implications in an organization

QUESTION FOUR

(20marks)

- a) An incentive program is a formal scheme used to promote or encourage specific actions or behavior by a specific group of people during a defined period of time. Explain any five types of incentive programmes available to an organization. (10 marks).
- b) Explain the concept of job satisfaction and highlight the factors that contribute to job satisfaction. (10 marks).

QUESTION FIVE

(20marks)

- a) Organization which seeks greater organizational effectiveness through the enhancement of human dignity and growth conditions of employment that constitutes desirable quality of work life. Explain the the criteria for measuring Quality of work life. (10marks).
- b) Proponents of variable pay programs contend that implementation of such a system is far more likely to be successful if certain conditions are met. Explain any five of these conditions. (10marks).