



GARISSA UNIVERSITY

**UNIVERSITY EXAMINATION 2017/2018 ACADEMIC YEAR THREE
FIRST SEMESTER EXAMINATION**

SCHOOL OF BUSINESS AND ECONOMICS

FOR THE DEGREE OF BACHELOR OF BUSINESS MANAGEMENT

COURSE CODE: BBM 363

COURSE TITLE: QUALITY OF WORKLIFE

EXAMINATION DURATION: 3 HOURS

DATE: 08/12/17

TIME: 2.00-5.00 PM

INSTRUCTION TO CANDIDATES

- The examination has SIX (6) questions
- Question ONE (1) is COMPULSORY
- Choose any other THREE (3) questions from the remaining FIVE (5) questions
- Use sketch diagrams to illustrate your answer whenever necessary
- Do not carry mobile phones or any other written materials in examination room
- Do not write on this paper

This paper consists of THREE (3) printed pages

please turn over



QUESTION ONE (COMPULSORY)

- (a) Define the term Quality of Work life. **[1 mark]**
- (b) Highlight four components of Quality Management that ensures that an organization, product or service is consistent. **[4 marks]**
- (c) Examine five dimensions of Quality of Work Life as suggested by Mirvis and Lawler (1984). **[10 marks]**
- (d) Briefly explain five characteristics of a job that are necessary to make work satisfactory. **[10 marks]**

QUESTION TWO

- (a) Explain five approaches that can be adopted by the Human Resource Department to promote better quality of work life for the employees. **[5 marks]**
- (b) Employee turnover is a common phenomenon in this era of globalization. Critically analyze five principles that can be instituted by an organization to improve the quality of work life. **[10 marks]**

QUESTION THREE

- (a) Describe the procedure to be followed when instituting summary dismissal **[3 marks]**
- (b) Mr. Tumbo received a telephone call to see the Managing Director in his office immediately. On arrival in the office, he was shocked to be handed a letter of dismissal without prior notice. Explain **six** factors that might have contributed to this scenario. **[12 marks]**

QUESTION FOUR

- (a) Describe three indicators that can be used by the management to measure dignity of work **[5 marks]**
- (b) Critically examine six fundamental basic rights of Kenyan employees that dignify work. **[10 marks]**

QUESTION FIVE

- (a) Outline five quality dimensions that a company can leverage on to gain competitive advantage in the market. **[5 marks]**
- (b) “The International Standard for Quality Management (ISO 9001:2015) adopts a number of management principles that can be used by top management to guide their organizations towards improved performance” . Discuss. **[10 marks]**



QUESTION SIX

- (a) Explain five types of leave entitlements enjoyed by Kenyan employees. **[5 marks]**
- (b) Mariam has been invited for a job interview scheduled to take place in Nakuru next month. She has been advised by a friend to have knowledge on chapter six of the constitution 2010. Describe the main provisions of this chapter as regards to leadership and integrity. **[10 marks]**

