



GARISSA UNIVERSITY

UNIVERSITY EXAMINATION **2017/2018** ACADEMIC YEAR **TWO**
SECOND SEMESTER EXAMINATION

SCHOOL OF BUSINESS AND ECONOMICS

FOR THE DEGREE OF BACHELOR OF BUSINESS MANAGEMENT

COURSE CODE: BHR 212

COURSE TITLE: MAINTENANCE IN HUMAN RESOURCE MANAGEMENT

EXAMINATION DURATION: 3 HOURS

DATE: 13/04/18

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) What is the importance of maintenance in human resource [3 marks]
- (b) Explain what maintenance in human resource management deals with [5 marks]
- (c) As you walk through a certain office, you overhear somebody talking about; piece rate what could be the meaning of this? [3 marks]
- (d) Expound on what we mean by employment act [4 marks]
- (e) Briefly discuss the concept, *strategic compensation* [5 marks]
- (f) Describe the performance cycle. [5 marks]

QUESTION TWO

- (a) Is it true that total deductions from an employee's salary should not exceed a certain percentage? Shed more light on this. [3 marks]
- (b) What are statutory deductions? [2 marks]
- (c) What are some of the cautions to be taken in the course of putting these systems in use [3 marks]
- (d) State ten instances when a deduction can be made on employee's pay [7 marks]

QUESTION THREE

- (a) Highlight on the meaning of performance appraisal [3 marks]
- (b) Outline how performance is related to compensation [5 marks]
- (c) Why is it important to conduct performance appraisal? [7 marks]

QUESTION FOUR

- (a) Explain why we need counseling services in organizations [3 marks]
- (b) Highlight the golden rules in guidance and counseling. [12 marks]



QUESTION FIVE

- (a) State various kinds of work, and state when their payments are due **[3 marks]**
- (b) Explain why the following has to be done:
- i. Salary should be paid in Kenyan currency, unless agreed otherwise. **[3 marks]**
 - ii. Salary has to be paid directly to the employee, unless agreed otherwise. **[3 marks]**
 - iii. Salary should not be paid near a place where liquor is sold. **[3 marks]**
 - iv. Salary should be paid during working hours. **[3 marks]**

QUESTION SIX

- (a) Explain what should be done in case of the following:
- i. An employee dies at the work place **[3 marks]**
 - ii. An employee is summarily dismissed **[3 marks]**
 - iii. An employee exits service after working for three consecutive months **[3 marks]**
- (b) State the exemptions of the employment act **[6 marks]**

