



# MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS  
2018/2019 ACADEMIC YEAR  
SECOND YEAR SECOND SEMESTER**

**SCHOOL OF BUSINESS AND ECONOMICS  
BACHELOR OF SCIENCE IN HUMAN  
RESOURCE MANAGEMENT**

**COURSE CODE: BHR 2209  
COURSE TITLE: HUMAN RESOURCE  
MAINTENANCE**

**DATE: 29<sup>TH</sup> APRIL 2019  
10.30AM**

**TIME: 8.30AM -**

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**INSTRUCTIONS TO CANDIDATES**

- Question **ONE** is compulsory

- Answer any other **THREE** questions

### **Question one**

- a. "The issue of employee maintenance is based on the psychological contract ". Citing relevant examples discuss the statement. **7 Marks**
- b. The concept of employee involvement is defined in three categories. Citing relevant examples, discuss the three categories **6Marks**
- c. Employee commitment is the degree to which an employee identifies with the organization and wants to continue actively participating in it. Citing relevant examples discuss six reasons why management should ensure that employees are committed to the organization **12 Marks**

### **Question two**

- a) In order to ensure employee maintenance in the organization, management must meet the employee expectations. Using appropriate examples discuss five key employee expectations. **10 Marks**
- b) Using appropriate examples, discuss the quality circle as a method of upward-problem solving scheme **5 Marks**

### **Question three**

- a) "Upward problem solving forms of communication are a two-way communication system associated with 'new' managerial concepts". Discuss the statement showing what the system aims to achieve. **10 Marks**
- b) "Performance assessment calls for a total balance in its approach" Citing relevant examples discuss the statement **5Marks**

### **Question four**

- a) It is sometimes assumed that performance appraisal is the same thing as performance management; however there are

significant differences between the two. Identify and discuss the differences **10 Marks.**

b) Identify and discuss the different methods managers use to reward sales employees

**5 Marks**

**Question five**

Using the appropriate examples, discuss the individual welfare services that organizations can give to their employees

**15 Marks**

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