



Inspiring Innovation and Leadership

KARATINA UNIVERSITY

UNIVERSITY EXAMINATIONS

FOURTH YEAR, FIRST SEMESTER EXAMINATION

2023/2024 ACADEMIC YEAR

FOR THE DEGREE OF:

BACHELORS OF HUMAN RESOURCE MANAGEMENT

COURSE CODE: BHR 419

COURSE TITLE: QUALITY OF WORK LIFE

DATE: 19/12/2023

TIME: 8.00AM – 10.00 AM

INSTRUCTION TO CANDIDATES

SEE INSIDE

Instructions: Answer Question one and any other three questions

QUESTION ONE

WORKING MOTHERS

Working mothers will be now be able to juggle between work and breastfeeding. MPs approved a historic provision that will make it mandatory for employers to provide breastfeeding stations for nursing mothers in the workplace. Under the provision, employers will be required to set up the stations with all the necessary facilities, including electric outlets for breast pumps, refrigerators and appropriate cooling facilities within the office premises. The employers will also be compelled to provide 'comfortable' seats for mothers to ensure the breastfeeding experience is as relaxed as possible.

“An employer shall grant all nursing employees break intervals in addition to the regular times off for meals to breastfeed or express milk,” adds the clause. The breastfeeding period must not exceed one hour for every eight working hours. Although some companies are already providing breastfeeding facilities, it is the first time such a provision will be written into law. The effect of the clause, according to MPs, is to allow mothers to bring up healthy babies by allowing them greater periods to breastfeed. Lack of such facilities has meant that mothers leave their children at home and only breastfeed them after work. Most mothers opt to reduce the breastfeeding period for their babies, in what health experts warn places the health of their babies at risk. They were also given the option of arriving and leaving the work place earlier to enable them attend to other pressing family matters.

Question 1

- a) Enumerate the benefits of allowing working women to have a flexible time for arrival and departure from the work place (7marks)
- b) Empowering the woman employee at the work place gives her a positive job-related attitude. Explain these main job-related attitudes (6marks)

- c) In order for flexi time to be successful employees need to be disciplined and have organisational commitment. Describe factors that can influence organizational commitment within an employee (6 Marks)
- d) The concept of Quality of Work Life is being promoted by the Kenyan government. Elaborate the factors that determine quality of work life (6 Marks)

Question 2

- a) Analyze the factors that influence quality of work life (7 Marks)
- b) Elaborate the Walton model of quality of work life (8 Marks)

Question 3

- a) In order for an employee to balance between work and career satisfaction, work life balance is essential. Enumerate reasons why work life balance is essential to an employee (8 Marks)
- b) Emotional Exhaustion Model views that employees facing conflicts from their work and family lives become emotionally exhausted. Describe the rationale behind wellness programs (7 Marks)

Question 4

- (a) Teleworking has become a norm since the advent of pandemics. Explain the advantages of Tele-working (8 Marks)
- (b) Employee Assistance Program is aimed at assisting employees personal underlying issues. Analyze these issues. (7 Marks)

Question 5

- a) 'Flexible working' describes a working pattern adapted to suit employee needs. Outline the rationale on job sharing as a flexible working pattern in an organization. (8 Marks)
- b) Explain the types of organizational commitments essential at the work place (7 Marks)

Question 6

- a) Poor time management can cause a lot of stress even at the work place. Identify ways in which an employee can manage their time better and avoid stress. (7 Marks)
- a) Examine any for strategies to improve Quality of Work Life in organizations (8 Marks)