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**JOMO KENYATTA UNIVERSITY**

**OF**

**AGRICULTURE AND TECHNOLOGY**

**UNIVERSITY EXAMINATIONS 2014/2015**

**YEAR I SEMESTER II EXAMINATION FOR THE DEGREE OF MASTERO OF SCIENCE IN OCCUPATION SAFETY AND HEALTH**

**EET 3309: WORKPLACE INFORMATION**

**DATE: AUGUST 2015 TIME: 3 HOURS**

**INSTRUCTIONS: ANSWER ANY FOUR QUESTIONS (25 MARKS EACH)**

**QUESTION ONE**

To be effective, communication in the workplace must allow opportunities for feedback. Feedback can take several forms, each with a different intent.

**Required:**

1. Describe the THREE forms of feedback giving an example of each. [9 marks]
2. Describe the FOUR levels of feedback giving examples of each. [8 marks]
3. Illustrate the feedback communication process using the Johari window. [8 marks]

**QUESTION TWO**

Communication can flow upward, downward, horizontally and diagonally within an organization. Study the following scenario and answer the questions that follow.

Sara Lang is a Charge nurse at Sunny Nursing Home and has worked under the same president, Lisa Davis , for five years. In fact the two have become good friends. They frequently socialize after hours. Rick Walters, Director of Nursing, is a capable person who has been working there for three years. Four nurses (Anne, Barbara, Charles and Dan) report directly to Sara. Anna, one of the nurses, was having personal difficulties. She asked Sara if she could change her work schedule from the usual 8 hour shift of 4 days with 3 consecutive days off to 16-hour shifts for two days and 5 consecutive days off. Sara thought that was not a problem and told Anna that she would enter that information into the computerized scheduling system, and that would tell Lisa Davis of the change, since they were getting together for a drink after work. Barbara overheard the conversation between Sara and Anna, and she immediately went to see Rick Walters and complained that Anna was getting preferential treatment and she wanted the same schedule. Rick, who always wanted to make sure that the nursing staff were happy and got along, approved Barbara’s change in schedule. He made this change through the computerized schedule and did not tell anyone else. Barbara, who is good friends with Charles, told him of her new schedule. Charles who works closely with Chief of Staff, Dr. Goodman, told him Dr. Goodman of the change in Barbara’s schedule and asked Dr. Goodman to change his. Dr. Goodman thought it was a good idea and e-mailed Charles new schedule to his assistant, Susan Stevens to enter it to the scheduling system.

On the next Monday morning, changes were implemented to Anna’s, Barbara’s and Charle’s schedules. Yet, no one had discussed these changes with anyone else. When the schedule was printed and posted, it showed that Anna, Barbara and

Charles were all off for 5 days that week from Monday to Friday and all three began work on Saturday. In the meantime, the only nurse left working was Dan.

1. Describe the communication flow’s taking place. [8 marks]
2. What are the communication barriers (both environmental and personal) portrayed here. [8 marks]
3. Discuss what and how changes should have been implemented. [9 marks]

**QUESTION THREE**

1. Workplace ethics allow establishment of standard behaviour at workplace. Describe essential workplace ethics and the benefits of good ethics in workplace. [12 marks]
2. Discuss the principles of records and archives management. [13 marks]

**QUESTION FOUR**

Jan was a community services case worker who had been newly employed in s suburban community services office. Prior to obtaining tertiary qualifications for this work, she had had a number of jobs in a variety of industries. She was also happily married with two children.

Her supervisor Wendy was very helpful to her for the first 6 months of her employment, and commended her on several occasions for her work. She also had very good relations with other staff members, although Wendy had told her just after she started work to have as little as possible to do with two case workers, Margaret and Collin because they were “trouble markers”.

Some 8 months after she started work, Wendy gave Jan a file concerning a department client. Wendy explained that she had been dealing with the client for several months, but wanted Jan to get some additional experience by dealing with the client.

Jan went through the file, and the file notes prepared by Wendy. When she read the file, and the notes, it became clear to her that Wendy had not followed proper department procedures in dealing with this client. This was confirmed when she met with the client a week later.

After giving issue, some thought she believed that the best way of dealing with the issue was to express her concerns to Wendy with the view of clearing any possible misunderstandings she may have made about the file contents and notes. Wendy’s reaction to Jan’s concerns was extremely cool, and Wendy demanded the return of the file.

In the following weeks Jan’s appearance, dress and work performance became the subject for critism by Wendy. Her workmates with the exception of Margaret and Collin, also became nervous when Wendy saw them talking to her.

In the end Jan approached Margaret and Collin who revealed that they had been through a similar experience with Wendy, but were not sure how to handle Wendy as she could become extremely abusive if she did not get her own way.

Jan spoke to her Union organizer about the issue, who suggested that at the next union workplace meeting that she would raise the issue with member’s the organizer advised that Wendy was not a member so members should be able to speak freely about the issue. To facilitate this, the meeting notice and agenda included the item “workplace bullying”.

The union meeting’s time was dominated by discussion on this issue, with 20 members in attendance and 6 other staff who turned up to the meeting and signed membership form’s.

Without naming Wendy Jan, Margaret and Collin and four other case worker members recounted similar experiences. This prompted four clerical support staff to recount their experiences. Three of these members informed the meeting that they had been receiving medical treatment as a result of their treatment at work.

The meeting passed several resolutions in relation to workplace bullying, which were to be passed on to workplace and regional management.

1. Discuss the possible resolutions passed in relation to workplace bullying as an Occupational Health and Safety issue. [10 marks]
2. Explain different ways in which these resolutions could be shared in the community services office and the possible solutions to the existing situation. [15 marks]

**QUESTION FIVE**

1. Data protection should be an integral part of employment procedures. Organizations collect, use, store and destroy employee data on health, safety, qualifications etc.

Explain how long can an organization retain employee data? And describe employee data security. [10 marks]

1. Privacy, security and liability are the main issues that businesses face when sharing, exchanging and transporting data via electronic channels. With the existing, not to mention increasing, use of technology in the workforce, companies need to take measures to protect their data. Describe any THREE data storage types stating three advantages and disadvantages of each. [15 marks]

**QUESTION SIX**

1. Describe the barriers to Women’s employment and disabled persons. [10 marks]
2. Workplace diversity exists when companies hire employees from various backgrounds and experiences. Many companies see workplace diversity as an investment toward building a better business. Although workplace diversity provides many benefits, it also poses many challenges to employees and managers. Describe the challenges of workplace diversity and possible solutions. [15 marks]