



**AMREF INTERNATIONAL UNIVERSITY
SCHOOL OF PUBLIC HEALTH
DEPARTMENT OF HEALTH SYSTEMS
BACHELOR OF SCIENCE IN HEALTH SYSTEM MANAGEMENT AND
DEVELOPMENT
END OF SEMESTER EXAMINATIONS APRIL 2024**

HMD 412 PERFORMANCE AND REWARD MANAGEMENT

DATE: April 2024

TIME: 2 Hours

Start:

Finish:

INSTRUCTIONS

1. This exam is out of 70 marks
2. The Section A is compulsory with a Total of 30 Marks
3. Answer any TWO (2) questions in Section B
4. The exam shall take 3 hours

SECTION A: SHORT ANSWER QUESTIONS
ANSWER ALL QUESTIONS – 30 MARKS

QUESTION ONE

- a) Describe the following terms in performance and reward management;
- i. Health work environment (2 marks)
 - ii. Positive work environment (2 marks)
 - iii. Supportive supervision (2 marks)
 - iv. Total Rewards (2 marks)
- b) Explain three measures a manager can employ to ensure effective supervision (9 marks)
- c) Name three key skills of a supervisor (3 marks)
- d) Explain the following relationship building skills.
- i. Interpersonal skills (2 marks)
 - ii. Networking skills (2 marks)
 - iii. Emotional intelligence (2 marks)
- e) Identify four factors that contribute to a healthy work environment (4 marks)

SECTION B: ANSWER ANY TWO QUESTIONS – 40 MARKS

QUESTION TWO

Describe the 4-step performance management cycle. (20 marks)

QUESTION THREE

Describe work environment as a relational reward as per Towers Perrin Model for total reward. (20 marks)

QUESTION FOUR

Discuss 5 guidelines managers should consider to effectively provide supportive supervision and help staff accomplish their goals. (20 marks)