



**AMREF INTERNATIONAL UNIVERSITY  
SCHOOL OF PUBLIC HEALTH  
DEPARTMENT OF HEALTH SYSTEMS MANAGEMENT AND DEVELOPMENT  
BACHELOR OF SCIENCE IN HEALTH SYSTEMS MANAGEMENT AND  
DEVELOPMENT  
END OF SECOND SEMESTER EXAMINATION MAY-AUGUST 2024**

**HMD 412 PERFORMANCE AND REWARD MANAGEMENT IN HEALTH**

**Date : THURSADY 15<sup>TH</sup> AUGUST 2024**

**TIME : Two (2) Hours**

**INSTRUCTIONS TO CANDIDATES**

- 1) This exam is out of 70 marks
- 2) Section-A is compulsory with a Total of 30 Marks
- 3) Answer any TWO (2) questions in Section B

### **SECTION A (COMPULSORY - 30 MARKS)**

1. State five objectives of reward management in a health sector. (5 marks)
2. A reward policy covers long term intentions of an organization. Identify five areas covered by a reward policy. (5 marks)
3. Outline five components of performance measurement in health sector. (5 marks)
4. Maslow's hierarchy of needs is a psychological theory proposed by Abraham Maslow. State the five levels of human needs according to this theory. (5 marks)
5. Highlight five benefits of incentives to health workers. (5 marks)
6. Describe five characteristics of external environment that may affect a health organization reward policy. (5 marks)

### **SECTION B: ANSWER ANY TWO QUESTIONS (40 MARKS)**

7. a) Reward management is a strategic approach to motivating and retaining employees in the organization. Explain five ways of achieving reward management in health organization. (10 marks)  
b) Reward policy and practice will be affected by the characteristics of the organization. Discuss five characteristics of internal environment that may affect a reward policy. (10 marks)
8. a) Principles of strategic reward management are essential for ensuring the reward system supports mission and objectives of the organization. Explain five principles of strategic reward management in the health sector. (10 marks)  
b) Discuss the application of Herzberg's Two-Factor Theory to motivation health workers. (10 marks)
9. a) Leveraging non-financial incentives helps organizations to create a motivated and loyal workforce. Explain five non-financial incentives that can be used to motivate health workers. (10 Marks)  
b) Relationship building is essential for personal and professional success. Explain five methods of relationship building in health care supervision. (10 marks)

10. a) Performance management cycle is a continuous process used by organizations to align employee performance with the organization's goals and objectives. Explain five stages of performance management cycle. (10 marks)

b) Effective performance appraisal is a critical component of human resource management aimed at evaluating an employee's job performance and productivity. Explain five best practices for conducting effective performance appraisals. (10 marks)

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