



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 FINAL EXAMINATION
MAY-AUGUST 2025

HMD 412 REWARD AND PERFORMANCE MANAGEMENT

Date : 14 August 2025

TIME : Two (2) Hours **Start:** 4:30 PM **End:** 6:30 PM

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. Define each of the following concepts;
 - i) Performance Management. (2 marks)
 - ii) Motivation. (2 marks)
 - iii) Incentive. (2 marks)
 - iv) Appraisal. (2 marks)
 - v) Compensation. (2 marks)
2. State five roles of incentives in the healthcare workplace. (5 marks)
3. Identify five skills for effective supportive supervision. (5 marks)

4. Highlight five strategies for improving staff motivation within a healthcare organization. (5 marks)
5. Outline five objectives of performance appraisal in health care organizations. (5 marks)

SECTION B: (40 MARKS)

Answer any TWO (2) questions

6. a) There are various ways through which a sound reward management system can be achieved in the 21st century health care organization. Discuss five such ways. (10 marks)
- b) Identify five strategies for improving the health care work environment. (10 marks)
7. a) Discuss the Performance Management Cycle providing an explanation for each step. (10 marks)
- b) Explain two types of monetary incentives and three types' non-monetary incentives giving a relevant example for each. (10 marks)
8. a) Discuss five benefits of relationship building in supervision of health care. (10 marks)
- b) Discuss five characteristics of a positive work environment and how it influences employee motivation and productivity. (10 marks)
9. a) Explain the different types of performance management indicating how they differ in terms of implementation and outcomes. (10 marks)
- b) Examine five ways in which the Maslow's Hierarchy of Needs and Herzberg's Two-Factor Theory of motivation can be applied to enhance staff motivation. (10 marks)