GRETSA UNIVERSITY - THIKA

UNIVERSITY EXAMINATIONS

JANUARY – APRIL 2020 SEMESTER

DIPLOMA IN BUSINESS MANAGEMENT

COURSE CODE: CIHR 004

COURSE TITLE: FOUNDATIONS OF REWARD MANAGEMENT

DATE: 21 SEPTEMBER 2020   **TIME: 11:30AM – 2:30PM**

INSTRUCTIONS TO CANDIDATES

1. SECTION A IS **COMPULSORY.**
2. SECTION B: ANSWER ANY OTHER **THREE** QUESTIONS.

SECTION A: COMPULSORY

Question One

a) Bidco is an entity used in the manufacturing of fast food commodities. Discuss the objectives of reward management. **[10 Marks]**

b) Kamau is a newly employed manager at Hallton hotel. He is expected to work with a team of ten employees. Discuss ways he can do to motivate employees. **[10 Marks]**

c) Discuss the ways in which performance of employees is measured in an entity. **[10 Marks]**

d) Discuss the challenges that are faced by entity in the management of reward. **[10 Marks]**

SECTION B: ANSWER ANY THREE QUESTIONS

Question Two

a) Write brief notes to demonstrate your understanding of the following terms citing relevant examples in each
   i. perks **[2 Marks]**
   ii. leadership **[2 Marks]**
   iii. Compensation **[2 Marks]**
   iv. Group norms **[2 Marks]**

b) Safaricom Ltd is one of the best service providers in the market and its known to treat employees with regular benefits. Discuss the benefits of the reward management to an entity. **[12 Marks]**

Question Three

a) Discuss the various elements of reward management in an entity. **[10 Marks]**

b) Discuss the ways in which Human resource managers integrates human resource practice with reward management. **[10 Marks]**

Question Four

a) Explain the contribution of information technology in the management of human resource. **[10 Marks]**

b) Explain the main differences between extrinsic motivation and intrinsic motivation. **[10 Marks]**

Question Five

a) Explain the ways in which implementing total strategies are important in an entity **[10 Marks]**

b) Explain the role of managers in the reward management of employees. **[10 Marks]**