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University Examinations 2022/2023

FOURTH YEAR, FIRST SEMESTER SPECIAL/SUPPLEMENTARY EXAMINATION FOR THE
DEGREE OF BACHELOR OF HEALTH SYSTEMS MANAGEMENT

HPH 3412: PERFORMANCE MANAGEMENT FOR HEALTH RESOURCES FOR HEALTH

DATE: AUGUST 2023

TIME: 2 HOURS

INSTRUCTIONS: *Answer question one and any other two questions*

QUESTION ONE

- a) Describe the basic model of motivation (6 marks)
- b) Explain five positive behaviors in the workplace (10 marks)
- c) State five reasons why incentives are important (5 marks)
- d) State five styles of supervision (5 marks)
- e) State the role of incentives in employee performance (4 marks)

QUESTION TWO

- a) Differentiate between performance management and performance appraisal (2 marks)
- b) Describe the steps in appraising performance of health workers (10 marks)
- c) Explain why a supervisor would appraise staff in the department (5 marks)
- d) Explain the 360 appraisal method (3 marks)



QUESTION THREE

Describe current trends in performance management

(20 marks)

QUESTION FOUR

Discuss characteristics of a positive work environment

(20 marks)

