



# MERU UNIVERSITY OF SCIENCE AND TECHNOLOGY

P.O. Box 972-60200 – Meru-Kenya.  
Tel: +254 (0)799529958, +254 (0)799529959, +254 (0)712524293  
Website: [www.must.ac.ke](http://www.must.ac.ke) Email: [info@must.ac.ke](mailto:info@must.ac.ke)

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UNIVERSITY EXAMINATIONS 2023/2024

FOURTH YEAR SECOND SEMESTER EXAMINATION FOR THE DEGREE OF  
BACHELOR OF SCIENCE IN HEALTH SYSTEM MANAGEMENT

**NNH 3451: PERFORMANCE MANAGEMENT FOR HEALTH**

**DATE: APRIL 2024**

**TIME: 2 HOURS**

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**INSTRUCTIONS: ANSWER QUESTION ONE AND ANY OTHER TWO**

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**QUESTION ONE (30 MARKS)**

- a) State 5 principles of performance management (5 marks)
- b) State 5 criteria of writing a good standard in performance management (5 marks)
- c) State 4 activities you would carry out during coaching session. (4 marks)
- d) State 5 considerations that will enhance an effective feedback to the employee (5marks)
- e) State 5 criteria for effective compensation (5 marks)
- f) Explain 3 styles of supervision (6 marks)

**QUESTION TWO (20 MARKS)**

- a) State two types of performance appraisal (2 marks)
- b) Explain 6 steps the performance management process (12 marks)
- c) State six (6 )benefits of performance management (6 marks )

**QUESTION THREE 20 MARKS)**

- a) State five benefits of positive work environment (5marks)
- b) Describe five strategies towards creation of a positive work environment (15marks)



MUST is ISO 9001:2015 and



ISO/IEC 27001:2013 CERTIFIED

#### **QUESTION FOUR (20 MARKS)**

Staff motivation is key in productivity of the institution

- a) State five(5) characteristic of a motivated employee ( 5 marks)
- b) State five ways of motivating your employees ( 5 marks)
- c) Describe Maslow hierarchy of human needs and how you would motivate your employee at each stage (10 marks)



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