

**TECHNICAL UNIVERSITY OF MOMBASA**  
*School of Business*

DEPARTMENT OF BUSINESS ADMINISTRATION

**BHR 4306: REWARD MANAGEMENT**

**SERIES:** MAY 2016

**TIME:** 2 HOURS

**INSTRUCTIONS:**

**ANSWER QUESTION ONE ANY OTHER TWO QUESTIONS**

**QUESTION 1 (Compulsory)**

- a) Define Performance Management. **(2 marks)**
- b) Discuss the principles of a good performance management system. **(7 marks)**
- c) Discuss the steps required in designing an effective performance management process. **(21 marks)**

**QUESTION 2**

- a) Describe the external factors affecting wage payment systems. **(10 marks)**
- b) Give brief explanations on the requirements for an incentive scheme. **(10 marks)**

**QUESTION 3**

- a) Discuss **TWO** types of pay structures. **(10 marks)**
- b) Write short notes on the following performance rating methods **(10 marks)**
  - i. Ranking
  - ii. The Point-factor rating

**QUESTION 4**

- a) Discuss the critical success factors for a job evaluation exercise. **(10 marks)**
- b) Describe the criteria for successful performance management. **(10 marks)**

## QUESTION 5

- a) A policy on wages and salaries should be an integral part of the personnel function, and should be linked to the overall corporate objectives and related to the manpower and development policies. Discuss the characteristics that such a policy should have. **(10 marks)**
- b) Discuss the objectives of a wage and salary administration. **(10 marks)**