



PAN AFRICA CHRISTIAN UNIVERSITY
SCHOOL OF LEADERSHIP, BUSINESS & TECHNOLOGY
END OF SEMESTER EXAMINATION FOR THE DEGREE OF
BACHELOR OF BUSINESS LEADERSHIP
MAY-AUGUST 2019 SEMESTER

CAMPUS: VALLEY ROAD

DEPARTMENT: BUSINESS STUDIES

COURSE CODE: BUH4213

COURSE TITLE: EMPLOYEE MOTIVATION

EXAM DATE: TUESDAY 6th AUGUST 2019

DURATION: 2 HOURS

TIME: 5:30PM-7:30PM

INSTRUCTIONS

- Read the instructions and questions carefully before you write the answers.
- Write your **STUDENT NUMBER** in the Answer Booklet given
- *Write clearly and legibly.*
- This exam script consists of **Six (6)** questions.
- Answer **question one (compulsory)** and **Any other three (3)** questions
- *ALL PAC University's examination rules and regulations apply*

QUESTION ONE: COMPULSORY (30 Marks)

- a) Define the following terms
 - i. Productivity (2 marks)
 - ii. Motivation (2 marks)
- b) Highlight **three** things that Exit interviews reveal concerning an organization. (3 marks)
- c) State **four** effects of working in teams in an organization. (4 marks)
- d) The manager of XYZ limited has realized that managing performance is a good way to check that employees have the right skills, attitude and knowledge that are necessary to achieve his business' objectives. As a leadership consultant, advise the manager on any **five** steps he can take to manage his employees' performance. (5 marks)
- e) Distinguish between functional and dysfunctional conflict. (6 marks)
- f) Discuss any **four** functions that the measurement and analysis of individual-level productivity serves in the industry. (8 marks)

QUESTION TWO

- a) 'Most of us have to work for a living, and a job is a central part of our lives. So why do managers have to worry so much about employee motivational issues?'
Discuss the above statement. (5 marks)
- b) Describe the Goal Alignment model (5 marks)

QUESTION THREE

- a) Many job design experts who have studied the changing nature of work conclude that people do their best work when they are motivated by a sense of purpose rather than by the pursuit of money. Discuss. (5 marks)
- b) State **five** ways in which a manager can remedy underperformance of his employees. (5 marks)

QUESTION FOUR

- a) Define
 - i. Job Enlargement (2 marks)
 - ii. Job Enrichment. (2 marks)
 - iii. Telecommuting (2 marks)
- b) Highlight **four** reasons why managers need to review employees' performance. (4 marks)

QUESTION FIVE

- a) Outline the **three** key linkages in expectancy theory. (3 marks)
- b) State the **seven** performance criteria for an organizational system as identified by Sink and Smith. (7 marks)

QUESTION SIX

- a) Identify **five** ways of motivating employees (5 marks)
- b) Describe how goal-setting theory explains employee motivation. (5 marks)