

SECTION A: COMPULSORY

QUESTION ONE (10mks)

- a) Define the following terms
 - i. Motivation (1mks)
 - ii. Productivity (1mks)
 - iii. Human nature and needs (1mks)
 - iv. Work Behaviour (1mks)
- b) Discuss THREE theories underpinning employee motivation and productivity at the workplace (6mks)

SECTION B: ANSWER ANY THREE QUESTIONS

QUESTION TWO (10mks)

- a) Explain the concept of motivation building (2mks)
- b) Discuss FOUR determinants of motivation at the workplace (4mks)

QUESTION THREE (10mks)

- a) Discuss TWO ways in which work related belief, attitudes and intentions affect motivation? (4mks)
- b) Describe THREE theories explaining human nature and needs at the workplace (6mks)

QUESTION FOUR (10mks)

- a) Briefly describe TWO ways of motivating teams and groups (4mks)
- b) Discuss the THREE benefits of goal setting as a factor of motivation (6mks)

QUESTION FIVE (10mks)

- a) Discuss the concept of behaviour modification (2mks)
- b) Discuss FOUR techniques of behavior modification (8mks)

QUESTION SIX (10mks)

- a) Explain TWO emerging trends in employee motivation and productivity (4mks)
- b) Discuss THREE purposes of rewards management systems in employee motivation and productivity (6mks)