

1. Give short answers to the following questions: (20)

- i. What is the link between motivation and performance?
- ii. Outline the principles of setting up reward system.
- iii. How do team based rewards work?
- iv. Explain the different methods used for developing a pay structure.
- v. 'Rewarding is essential for motivation.' Which types of incentives would be most suitable for the following workers?
 - a. A cleaner
 - b. A sales person
 - c. A nurse
 - d. A shop assistant

Case Study (10)

Tony works in Big Star, a city hotel. He is a full - time employee and has been working there for the last three years. But, he is not happy with his job. He says that his pay is poor and he has to work on the weekends.

1. What does his statement suggest about the motivation of this employee?
2. Identify and explain two possible ways in Tony's motivation could be improved?