



**BOTSWANA OPEN UNIVERSITY**

**BACHELOR OF COMMERCE DEGREE**  
**(Human Resources Management & Industrial Relations)**

**Compensation & Rewards Systems**  
**CR212**

**SESSIONAL EXAMINATION**

**Marks: 100**

**Time: 3 Hours**

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**Instructions:**

1. The examination consists of **TWO** sections: A and B.
2. Begin each answer to a new question on a new page.
3. Answer questions according to instructions given in each section.
4. Write answers in the answer booklet provided.
5. Write in grammatical English.

**SECTION A – SHORT ANSWER QUESTIONS**

**[60 MARKS]**

**Answer ALL questions in this section.**

1. What are the two categories of factors that shape internal structures? Identify two factors in each category. **(10 Marks)**
  
2. Describe any five (5) elements that make for a good outcome in the performance appraisal process. **(10 marks)**
  
3. (a). What are the two ways that have been identified as relevant to forecasting so as to meet compensation costs for the organisation? **(2 marks)**  
(b). List any three indices required in analysis of current pay plans' results **(3 marks)**
  
4. Explain the main characteristic features of The CareerEDGE Model **(6 marks)**
  
5. What is performance review? Briefly explain any four problems identified as shortcomings on performance review **(10 marks)**
  
6. What are your recommendations, as an expert in human resources management the ways by which it could improve productivity by motivating its employees. **(11 marks)**
  
7. Explain how you can apply goal setting theory of motivation to motivate employees in an organisation **(8 Marks)**

**SECTION B - ESSAY-TYPE QUESTIONS**

**[40 MARKS]**

Answer ALL questions from this section.

**Question 1**

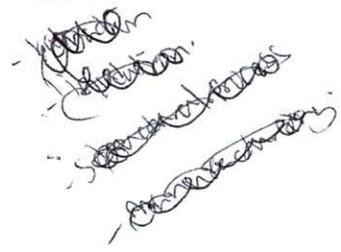
- a. When designing a pay-for-performance plan, what three objectives should it depend on? **(10 Marks)**
- b. Reward system should involve more than assuming that financial rewards are appropriate in all circumstances.

**Required:**

- I. Explain what is meant by “intrinsic” rewards. **(2marks)**
- II. Explain what is meant by “extrinsic” rewards. **(2marks)**
- III. Describe any four types of extrinsic rewards. **(6 marks)**

**Question 2**

Discuss the two main processes, an individual can use to restore equity. **(20 marks)**



**END OF PAPER**