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MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS**

**2016/2017 ACADEMIC YEAR**

**THIRD YEAR SECOND SEMESTER**

**SCHOOL OF BUSINESS AND ECONOMICS**

**BACHELOR OF SCIENCE IN HUMAN RESOURCE MANAGEMENT**

**COURSE CODE: BHR 310**

**COURSE TITLE: PERFOMANCE MANAGEMENT**

**DATE: 28TH APRIL 2017 TIME: 2.00PM-4.00PM**

**INSTRUCTIONS TO CANDIDATES**

* ***Answer question ONE (compulsory) and any other THREE***
* ***Question one carries 25 marks***
* ***All other questions carry 15 marks***

*This paper consists of 3 printed pages. Please turn over*

**QUESTION ONE**

1. Outline the three main concerns of performance management **(3 marks)**
2. Explain the social cognitive theory as used in performance management

**(5 marks)**

1. Describe four problems associated with performance appraisal **(8 marks)**
2. Discuss the role of supervisors in performance management **(4 marks)**
3. Outline the advantages of employee welfare and services **(5 marks)**

**QUESTION TWO**

1. Explain five steps involved in conducting a performance review meeting

**(10 marks)**

1. Outline the advantages of employee welfare and services **(5 marks)**

**QUESTION THREE**

1. Discuss the performance management cycle **(10 marks)**
2. What are some various ways you would use to deal with underperformance in your organization? **(5 marks)**

**QUESTION FOUR**

1. Management by objectives (MBO) is a philosophy based on converting organizational objectives into personal objectives.
2. Outline four benefit of MBO to an organization. **(4 marks)**
3. Describe the steps in MBO system **(6 marks)**
4. Differentiate between individual performance and organizational performance **(5 marks)**

**QUESTION FIVE**

1. Explain the factors that affect the compensation system of an organization

**(10 marks)**

1. Discuss ways in which managerial functions can enhance productivity in the organization **(5 marks)**