

MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS**

**2016/2017 ACADEMIC YEAR**

**FIRSTYEAR SECONDSEMESTER**

**SCHOOL OF BUSINESS AND ECONOMICS**

**BACHELOR OF SCIENCE IN HUMAN RESOURCE MANAGEMENT**

**COURSE CODE: BHR 310**

**COURSE TITLE:** **PERFORMANCE MANAGEMENT**

**DATE: TIME: 8**

**INSTRUCTIONS TO CANDIDATES**

1. Answer Question **ONE** and any other **THREE**questions

**Question one (1)**

1. You have been invited to give a talk on human capital management to company leaders in a conference. What are some of the issues you are going to discuss **(6marks)**
2. Define performance management and outline five of philosophies that underpin it. **(12 marks)**
3. The HR manager of Lenkai Group of Companies could not properly understand the details in the step of ‘managing performance throughout the year’ of the Performance Management cycle. Give him a written advice. **(7marks)**

**Question two (2)**

1. As a human resource manager who is interested in developing a performance management system that could be considered ideal, you concern is most likely to be identifying its key features. Discuss

**(12 marks)**

1. What do you understand by ‘performance related pay’? Explain its importance to employee performance.  **(3marks)**

**Question three (3)**

1. Explain the role of line managers in the performance management process. **(6marks)**
2. Explain 360 ̊ feedback as a performance measurement methodology and explain its advantages **(9marks)**

**Question four (4)**

1. The concept of ‘alignment’ and ‘cascading’ are key to the performance management process. Discuss **(7marks)**
2. One of the focus of the performance management process is people. Explain the following concepts in relation to this process.

* Valuing people
* Developing people
* Involving people
* Paying people

**(8marks)**

**Question five (5)**

1. In order to have a successful performance review meeting, there are some considerations you need to make. Explain. **(12marks)**
2. Explain the ideal performance objectives. **(3marks)**

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