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**University Examinations 2015/2016**

THIRD YEAR, SECOND SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF COMMERCE (HUMAN RESOURCE MANAGEMENT OPTION)

**BFB3369: PERFORMANCE MANAGEMENT**

**DATE: NOVEMBER 2015 TIME: 2HOURS**

**INSTRUCTIONS:** *Answer question* ***one*** *and any other* ***two*** *questions*

**QUESTION ONE (30 MARKS)**

1. i) What is Performance Management? (2 Marks)

ii) Evaluation of performance is a necessity for all managers” Support this statement (8 Marks)

1. Differentiate the concept of performance management from that of performance Appraisal and briefly explain the significance of performance management in managing human resources.

(10 Marks)

1. Show the relationship between reward management and performance management. (10 Marks)

**QUESTION TWO (20 MARKS)**

1. For performance management to be successful, certain principles must be observed’’ Explain this statement. (10 Marks)
2. Implementing a well-designed performance management system has many advantages. Discuss these advantages from the perspective of employees and managers. (10 Marks)

**QUESTION THREE (20 MARKS)**

1. Performance management is an ongoing process. The process includes five closely related components. Discuss the components giving relevant examples. (10 Marks)
2. i) What is performance measurements? (2 Marks)

ii) List and explain four performance measurements techniques. (8 Marks)

**QUESTION FOUR (20 MARKS)**

1. Performance planning sets the stage for individual career success as well as organizational success. Discuss the benefits of performance planning in any organization. (10 Marks)
2. i) What is a performance agreement? (2 Marks)

ii) Discuss at least four items contained in a performance agreement. (8 Marks)

**QUESTION FIVE (20 MARKS)**

Company **XYZ** has recently implemented its reward policies. However, they have been experiencing problems in managing the rewards.

1. Explain to the management the criteria on which reward policies should be developed. (10 Marks)
2. Discuss at least five methods of performance appraisal. (10 Marks)