

CUK
BACHELOR OF COMMERCE
BHRM 4130: PERFORMANCE MANAGEMENT
FEBRUARY-JUNE 2022 SEMESTER
DATE: JUNE 2022

INSTRUCTIONS: Answer question ONE and any other TWO questions

TIME: 2 HOURS

QUESTION ONE (30 MARKS)

- a) i) Describe Performance Management? (2 Marks)
- ii) Evaluation of performance is a necessity for all managers” Support this statement (8 Marks)
- b) Explain the strategies that an organization should adopt to manage poor performance among employees. (10 Marks)
- c) Examine the characteristics of an effective performance management system. (10 Marks)

QUESTION TWO (20 MARKS)

- a) For performance management to be successful, certain principles must be observed” Explain this statement. (10 Marks)
- b) Implementing a well-designed performance management system has many advantages. Evaluate these advantages from the perspective of managers (10 Marks)

QUESTION THREE (20 MARKS)

- a) Performance management is an ongoing process. The process includes five closely related components. Examine these components (10 Marks)
- b) i) Analyse performance measurements? (2 Marks)
- ii) Explain four performance measurements techniques. (8 Marks)

QUESTION FOUR (20 MARKS)

- a) Performance planning sets the stage for individual career success as well as organizational success. Explain the benefits of performance planning in an organization. (10 Marks)
- b) i) Describe a performance agreement? (2 Marks)
- ii) Examine 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.

- a) Explain to the management the criteria on which reward policies should be developed.
(10 Marks)
- b) Examine five methods of performance appraisal.
(10 Marks)