



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF BUSINESS AND ECONOMICS SEPTEMBER - DECEMBER 2022**

KISUMU CAMPUS

SEPTEMBER - DECEMBER 2022

BACHELOR OF BUSINESS ADMINISTRATION BBA – HRM

YEAR 3 SEMESTER 2

COURSE CODE: BAB 1338

COURSE TITLE: PERFORMANCE MANAGEMENT

INSTRUCTIONS:

- 1. Answer QUESTION ONE and any other 2 questions**
- 2. Candidates are advised not to write on the question paper**
- 3. Candidates must hand in their answer booklets to the invigilator while in the examination room.**

QUESTION ONE (Compulsory)

- a. Performance management is not human resource planning. Explain (4 marks)
- b. Outline **six** concerns of performance management (6 marks)
- c. Michael Simpson, Senior Consultant in organization practice at Watson Wyatt Worldwide in San Francisco stated, "When most people hear the words 'employee development,' they think of traditional classroom training. But that's too narrow a view. The greatest employee development comes from managers taking the time to develop employees through mentoring, assigning interesting projects, and identifying improvement areas." Identify 4 ways through which supervisors can develop employees. (4 marks)
- d. How would you know that your supervisor has mastered the Facilitating Performance competency? (6 marks)
- e. What is the performance management cycle? Use a well labeled cycle to explain the four stages of Performance management. (10marks)

QUESTION TWO

- a. Describe **six** aspects of counseling that are needed to build a successful counseling program at workplace. (12 marks)
- b. As a new director in charge of performance management, how will you manage underperformance in that organization you recently joined? (8 marks)

QUESTION THREE

- a. Explain **three** roles played by Mission and Vision in organizations. (6 marks)
- b. Explain how performance management processes help in clarifying the psychological contract and making it more positive. (12 marks)

QUESTION FOUR

- a. Explain **five** elements of an effective performance review that need to be considered in performance review process. (10 marks)
- b. Explain key differences between traditional performance reviews and modern performance reviews. (10 marks)

QUESTION FIVE

- a.** Discuss the two components of performance management. (6 marks)
- b.** Explain seven advantages associated with the implementation of a performance management. (14 marks)