



JARAMOGI OGINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY

SCHOOL OF BUSINESS AND ECONOMICS

**UNIVERSITY EXAMINATION FOR DEGREE OF BACHELOR OF
BUSINESS**

ADMINISTRATION WITH IT

3RD YEAR 1ST SEMESTER 2015/2016 ACADEMIC YEAR

BUSIA LEARNING CENTRE

COURSE CODE: ABA 333

COURSE TITLE: PERFORMANCE MANAGEMENT

EXAM VENUE: BUSIA

DATE:

EXAM SESSION:

TIME: 2.00 HOURS

Instructions:

- 1. Answer question 1 (compulsory) 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

- a) Discuss the two components of performance management (6 marks)
- b) Explain seven advantages associated with the implementation of a performance management (14 marks)
- c) Describe five areas where employees performance management must start with (10 marks)

QUESTION TWO

- a) Discuss integrating the system in performance management (10 marks)
- b) Explain five elements of a performance review system (10 marks)

QUESTION THREE

- a) Describe five benefits of performance management (10 marks)
- b) Discuss the 360° feedback and upward feedback systems of performance management (10 marks)

QUESTION FOUR

- a) Explain six questions raised during the performance assessment period (12 marks)
- b) The most workable standards are those set in agreement with the employee. Support this statement with valid arguments (8 marks)

QUESTION FIVE

- a) Discuss the following elements as used in the appraisal system (16 marks)
 - (i) Set targets
 - (ii) Clarity job
 - (iii) Review
 - (iv) Annual appraisal
- b) Give four questions raised during action planning (4 marks)