



MAASAI MARA UNIVERSITY
REGULAR UNIVERSITY EXAMINATIONS
2018/2019 ACADEMIC YEAR
FOURTH YEAR FIRST SEMESTER

SCHOOL OF BUSINESS AND ECONOMICS
Bsc. Human Resource Management

COURSE CODE: BHR 3206

COURSE TITLE: PERFORMANCE MANAGEMENT

DATE: APRIL 2019

TIME:

INSTRUCTIONS TO CANDIDATES

- 1. Answer Question ONE and any other THREE questions**
- 2. All Examination Rules Apply**

This paper consists of 2 printed pages. Please turn over.

QUESTION ONE (25 MARKS)

Performance Management is a continuous and flexible process carried out with the people and for the people. This process takes place through stages (phases), as a lead consultant at Maxwell Ltd, explain to the management of this institution on performance management process based on the following:

- a). The relevant theories and models to be adopted in order to understand the process better. (10 Marks)
- b). The significance of reward management in this process in order to perfect institutional performance. (10 Marks)
- c). Outline key indicators used in institutional management to measure performance. (5 Marks)

QUESTION TWO (15 MARKS)

Advance use of information technology is a global trend that needs to be adopted by all means. In line with performance management, discuss its significance on individuals, teams and institutions' performance in Kenya.

QUESTION THREE (15 MARKS)

You are invited by Lelian consultancy to carry out a staff appraisal process for their staff at the end of the year. In line with the principles of appraisal methods, describe the various methods of appraisal that can be applicable to this institution.

QUESTION FOUR (15 MARKS)

Lipaso conservancy invited you as a lead consultant on performance management. Discuss to the management the key emerging trends that affect the performance of the Kenyan Industrial sector in the 21st Century.

QUESTION FIVE (15 MARKS)

Reward management is one of the key areas that every institution's management should take into account. As an expert in this area, explain to Ololtepes conservancy the reasons as to why they should invest in this key function of management.