



MASENO UNIVERSITY
UNIVERSITY EXAMINATIONS 2016/2017

**THIRD YEAR SECOND SEMESTER EXAMINATION FOR THE
DEGREE OF BACHELOR OF BUSINESS ADMINISTRATION
WITH INFORMATION TECHNOLOGY**

MAIN CAMPUS

ABA 333: PERFORMANCE MANAGEMENT

Date: 20th June, 2017

Time: 3.30 - 6.30pm

INSTRUCTIONS:

- Answer Question ONE and any other THREE
- Question one carries 25 marks and the rest 15 marks each



QUESTION ONE

- a) ~~As a third year student of Maseno University with the knowledge in~~
performance management, differentiate the various tools used in measuring
performance in the modern organization. **(8 Marks)**
- b) Explain the importance of rewarding good performance in employee
performance management discipline **(7 Marks)**
- c) ~~By the help of a diagram,~~ evaluate the effectiveness of performance
management process **(5 Marks)**
- d) Discuss the importance of following proper disciplinary procedures when
disciplining employees in an organization **(5 Marks)**

QUESTION TWO

- a) Discuss the extent to which an organization you are familiar with applies the
elements of performance appraisal and suggest ways of resolving common
performance appraisal problems **(5 Marks)**
- b) Evaluate the effectiveness of performance appraisal process **(5 Marks)**
- c) Discuss the importance of quality dimensions in measuring employee
performance **(5 Marks)**

QUESTION THREE

- a) ~~Discuss the extent to which an organization of your own,~~ applies the
elements of performance planning **(7 Marks)**
- b) Explain the meaning and illustration of an organization vision, mission,
strategy and organization goal **(8 Marks)**

QUESTION FOUR

- a) Differentiate between an organization inputs and outputs indices **(5 Marks)**
- b) Explain the meaning and rationale of the theory of performance as behaviour and the distinctive features of an organization **(5 Marks)**
- c) Explain the meaning rationale of performance management framework **(5 Marks)**

QUESTION FIVE

- a) Discuss the conflicts of interest in performance management and the criteria used in evaluating performance management effectiveness **(7 Marks)**
- b) Identify and explain reasons for an organization in introducing organizational communication programs in the context of a HR function **(8 Marks)**

QUESTION SIX

- a) Evaluate the important indicators of performance management using Maseno University as an organization on reference **(7 Marks)**
- b) Evaluate the performance planning elements in the context of an organization **(8 Marks)**