



GARISSA UNIVERSITY

**UNIVERSITY EXAMINATION 2017/2018 ACADEMIC YEAR THREE
FIRST SEMESTER EXAMINATION**

SUPPLEMENTARY/SPECIAL EXAMINATION

SCHOOL OF BUSINESS AND ECONOMICS

FOR THE DEGREE OF BACHELOR OF BUSINESS MANAGEMENT

COURSE CODE: BBM 382

COURSE TITLE: PERFORMANCE MANAGEMENT

EXAMINATION DURATION: 3 HOURS

DATE: 22/03/18

TIME: 2.00-5.00 PM

INSTRUCTION TO CANDIDATES

- **The examination has SIX (6) questions**
- **Question ONE (1) is COMPULSORY**
- **Choose any other THREE (3) questions from the remaining FIVE (5) questions**
- **Use sketch diagrams to illustrate your answer whenever necessary**
- **Do not carry mobile phones or any other written materials in examination room**
- **Do not write on this paper**

This paper consists of THREE (3) printed pages

please turn over



QUESTION ONE (COMPULSORY)

- (a) Imagine you are employed as a general manager of coast holdings limited after completing your degree program. After working for six months, you are intrigued by the fact that employees are retarded in the performance of their duties. Suggest ways to avert this mayhem **[5 marks]**
- (b) Performance management is critical and key to a growing company. One who is entrusted to be in charge of performance management should be skillful and knowledgeable in this field. Mention and discuss five skills such person should possess. **[10 marks]**
- (c) Enumerate and critically analyze the essential elements of performance management. **[6 marks]**
- (d) Describe two methods of measuring results of performance in a given organization process **[4 marks]**

QUESTION TWO

- (a) Discuss factors considered when choosing a performance information in a business organization **[10 marks]**
- (b) Names and briefly explain the importance of gathering performance information in a firm **[5 marks]**

QUESTION THREE

- (a) Describe various forms of gathering performance information in a business organization **[10 marks]**
- (b) Name and briefly explain the importance of gathering performance information in a firm **[5 marks]**

QUESTION FOUR

- (a) Clearly explain the meaning of reward system **[2 marks]**
- (b) Elucidate the importance and need of reward system in a developing business organization **[10 marks]**
- (c) Highlight three forms of financial rewards. **[3 marks]**



QUESTION FIVE

- (a) Performance management is embedded to strategic planning. Clearly explain the linkage between the two aspects **[9 marks]**
- (b) Write brief notes on the following:
- i. Mission statement of an organization **[2 marks]**
 - ii. Vision statement of an organization **[2 marks]**
 - iii. Core values of an organization **[2 marks]**

QUESTION SIX

- (a) Describe the meaning of strategic management **[3 marks]**
- (b) Clearly explain the strategic management describing what happens at each stage **[12 marks]**

