



**FACULTY OF BUSINESS MANAGEMENT**  
**END OF SEMESTER EXAMINATIONS - APRIL 2025**

**PROGRAMME: MBA**

**YEAR/SEM: YEAR 2/SEMESTER 1**

**COURSE CODE: MBA 832**

**NAME: PERFORMANCE MANAGEMENT SYSTEM**

**DATE: 2025-04-16**

**TIME: 2:00-5:00PM**

**INSTRUCTIONS TO CANDIDATES:**

1. Read the instructions very carefully
2. The time allowed for this examination is STRICTLY three hours
3. Read each question carefully before you attempt and allocate your time equally between all the Sections
4. Write clearly and legibly. Illegible handwriting cannot be marked
5. Number the questions you have attempted
6. Use of appropriate workplace examples to illustrate your answers will earn you bonus marks
7. Any examination malpractice detected will lead to automatic disqualification.

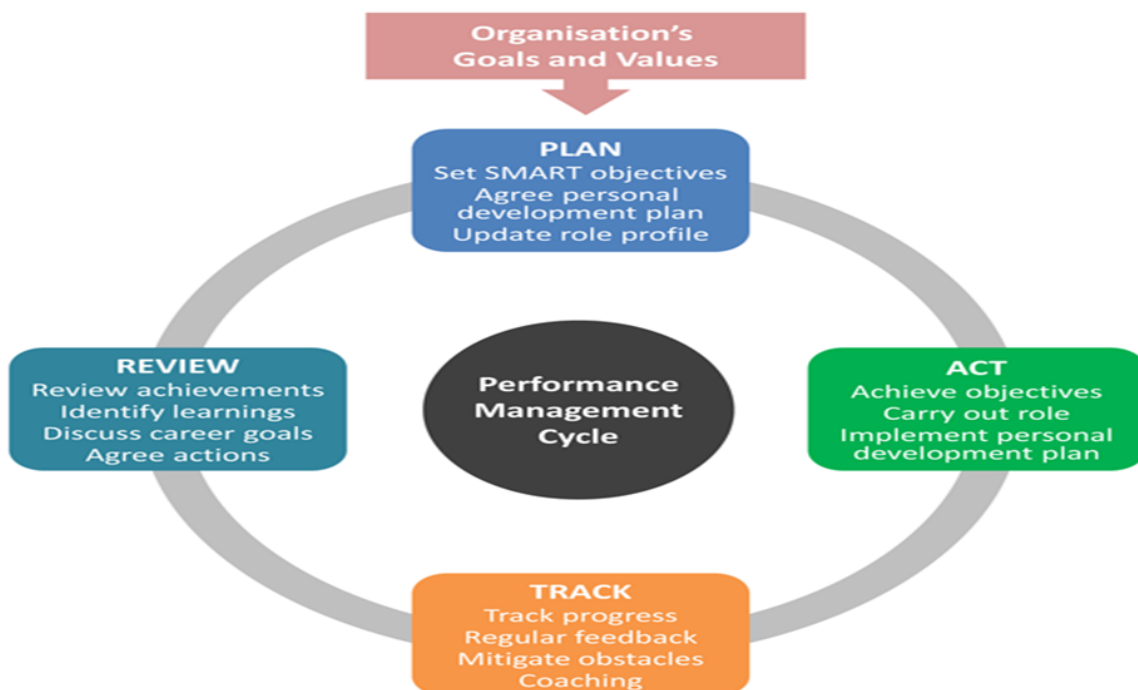
**DO NOT WRITE ANYTHING ON THE QUESTION PAPER**

## Section A Section A is Compulsory

### Question 1:

#### CASE STUDY 40 MARKS

A performance management system tracks the performance of employees in a manner that is consistent and measurable. The system relies on a combination of technologies and methodologies to ensure people across the organization are aligned with and contributing to the strategic objectives of the business. The first stage of Armstrong's performance management cycle is the 'Planning' phase for the forthcoming period. Planning should involve: Agreeing on SMART objectives, A personal development plan, Actions to be taken in the coming months, A review of the employee's job requirements, updating the role profile where necessary.

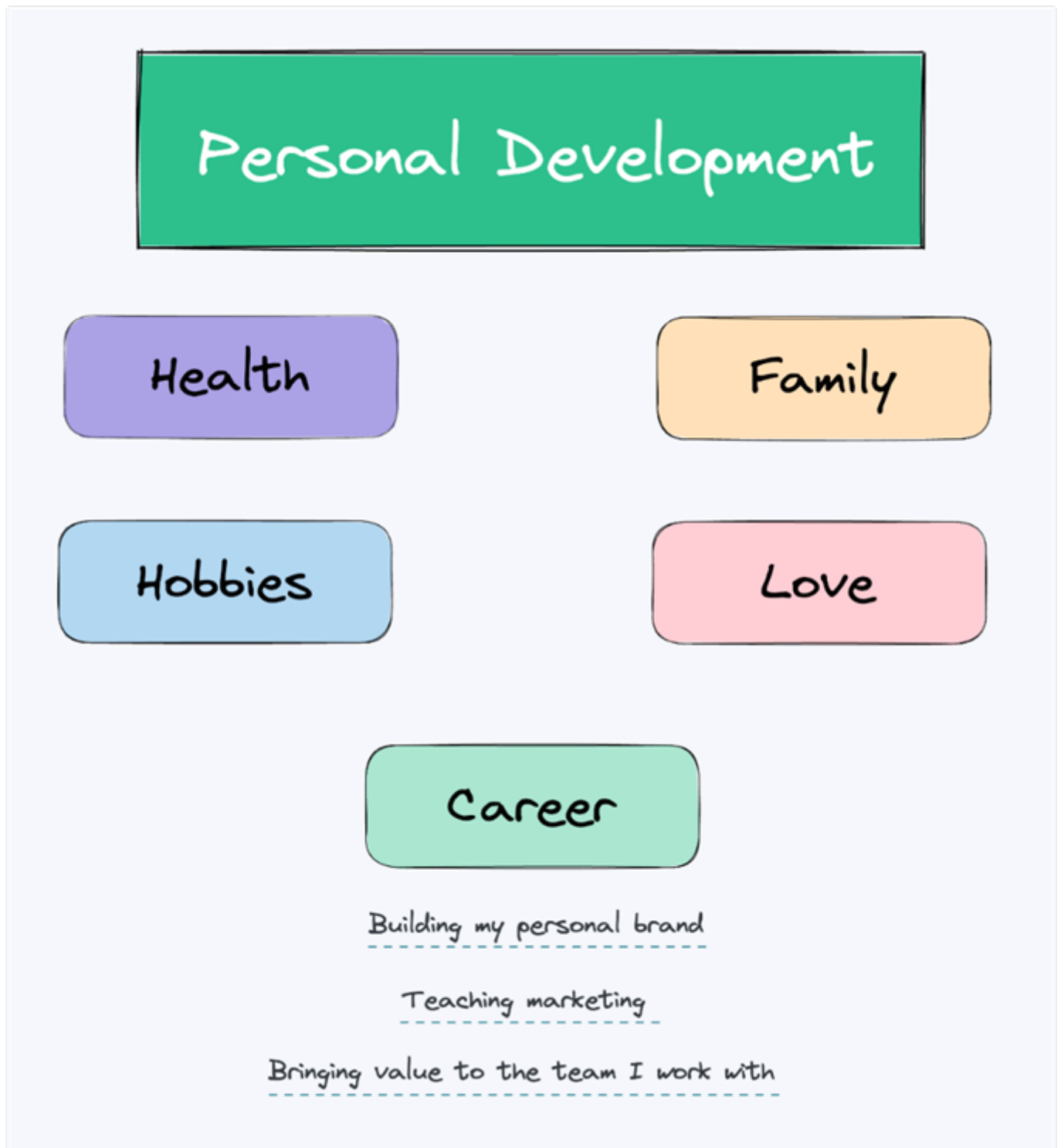


USING FIGURE 1, Explain how Armstrong's performance management cycle can guide business in day to life.

## Section B Choose Any Three Questions

### Question 1:

USIND FIGURE 2, EXPLAIN HOW PERSONAL DEVELOPMENT CAN HELP YOU ACHIEVE PERSONAL DEVELOPMENT



**FIGURE 2 Personal Development**

**Question 2:**

As a student who has finished a course in performance management systems Work or life elements in a work place explain what you understand with the following work place needs.

- Elder care.
- Employer efforts.
- Health & wellness.
- Parenting/fathering.

- e. Recruiting/retention
- f. Child care.

**Question 3:**

Explain the following given Personal development planning or PDP is a structured framework you can use to:

- a) become aware of skills you have.
- b) identify and develop skills you need.
- c) work out what you want to achieve and how to achieve it.
- d) focus on potential study, career and
- e) personal development options and goals.

**Question 4:**

In order to manage people in the factory system of industrial revolution, three systems of HRM were developed- recruitment of workers, training for workers, and control of workers. EXPLAIN GIVING EXAMPLES.(20 marks)

**Question 5:**

EXPLAIN THE BELOW MENTIONED IDEAS AS APPLIED IN PERFORMANCE MANAGEMENT SYSTEMS

Employee Relations.

Learning and Development.

Performance Management.

Company Culture.

**Question 6:**

3 Using this framework of 5 Pillars given from (a-e) briefly discuss how they can be helpful in balancing the priorities of short-term profitability with maintaining a strong foundation for long-term performance.

- a) Purpose,
- b) Passion,
- c) People,
- d) Product and
- e) Process