



# MERU UNIVERSITY OF SCIENCE AND TECHNOLOGY

P.O. Box 972-60200 – Meru-Kenya.  
Tel: +254(0) 799 529 958, +254(0) 799 529 959, +254 (0)712 524 293  
Website: [www.must.ac.ke](http://www.must.ac.ke) Email: [info@mucst.ac.ke](mailto:info@mucst.ac.ke)

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## UNIVERSITY EXAMINATIONS 2023/2024

FIRST YEAR SECOND SEMESTER EXAMINATION FOR DIPLOMA IN HUMAN  
RESOURCE MANAGEMENT

### HRM/CU/BUS/CR/02/6: PERFORMANCE MANAGEMENT

**DATE: APRIL 2023**

**TIME: 1½HOUR**

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**INSTRUCTIONS: Answer Question ONE and any other THREE questions.**

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#### QUESTION ONE (40 MARKS)

1. What do you understand by performance management (2marks)
2. What is the purpose of managing performance? List five purposes (5marks)
3. Define a workplan (2marks)
4. Identify four elements of a workplan (4marks)
5. Rewards play a big role in employee performance. Give five benefits of rewards (5marks)
6. Identify three advantages of self-evaluation (3marks)
7. Give five roles of a Human Resource Department in performance improvement (5marks)
8. Highlight five ways of motivating employees (5marks)
9. What is a self-managed team (2marks)
10. Give five advantages of self-managed teams (5marks)
11. Give the meaning of a balanced score card (2marks)

#### SECTION B (60MARKS)

12. a) Describe the performance appraisal process (10marks)
- b) Discuss five methods of staff performance management (10marks)



13. a) Discuss five benefits of 360-degree feedback as an alternative approach to performance management (10marks)  
b) Explain five benefits of a Balanced scorecard (10marks)
14. a) Explain five tools of performance appraisal (10marks)  
b) Discuss five types of sections used in organizations (10marks)
15. a) Discuss five causes of an employee's poor performance (10marks)  
b) Explain five errors that are likely to occur during performance appraisal (10marks)

