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CHRISTIAN SERVICE UNIVERSITY COLLEGE

KUMASI

CSUC SCHOOL OF BUSINESS

DEPARTMENT OF MANAGEMENT AND GENERAL STUDIES

BACHELOR OF BUSINESS ADMINISTRATION

End of Second Semester Examinations, 2018/2019 Academic Year

Level 400

Regular/Weekend School

CSBH 426: PERFORMANCE MANAGEMENT

May 2019

TIME ALLOWED: 2Hrs 15mins

INSTRUCTIONS TO CANDIDATES:

- Candidates are expected to answer three (3) questions.

Examiner: Isaac Ampong

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Q1. Discuss the reasons why performance management system should be under taken in an organisation.

(24marks)

Q2. Assume that you are a team leader of an organisation, you have been assigned the task of managing a new team. How would you assess the progress of the new team?

(24marks)

Q3. ABC is a software development company. Assume that you are the manager of the HR department in ABC. How would you go about planning performance of ABC Company?

(24marks)

Q4. Assume that you are HR manager in Felamp company Ltd, you are in a performance planning meeting with an employee, how would you go about drafting a performance agreement.
(24 marks)

Q5. Discuss any four (4) methods of performance appraisal system

(24marks)

Q6. Assume that you are the HR manager in Asempa Company Ltd, you have been tasked to mention any four(4) methodology of 360 degree performance appraisal system which can be used to assess their workers in the organization.

(24marks)