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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, 2019/2020 Academic Year

Level 400

Regular/Weekend School

CSBH 426: PERFORMANCE MANAGEMENT

JUNE 2020

INSTRUCTIONS TO CANDIDATES:

- Answer two (2) questions (35 marks each)
- Write your answer on the answer sheets provided
- Your answer for EACH QUESTION should be FOUR (4) pages minimum
- Please present your answer in ESSAY form as much as possible
- Write your index number clearly at the top of every page of the answer sheets used

Note: Marks will be awarded for:

- Introduction
- Content
- Conclusion
- Evidence of further reading
- Originality and independence (cheating would be penalised and integrity rewarded)
- Correct grammar, clarity of expression and logical presentation of facts.
- Answers to questions must be well referenced

Examiner: Isaac Ampong

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Q1. Discuss the performance management system of your organisation or any friend's organisation and check if it meets the purpose of performance management with respect to driving results, building capabilities and growing talent.

(35 marks)

Q2. Assume that you are a team leader in a multinational company. You have been assigned the task of managing a new team. The members of the new team are from different countries and cultural background. How would you manage the performance of the team?

Hint: Use Tuckman's stages of team work model.

(35 marks)

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

(35 marks)

Q4. Visit any organisation of your choice and find out how the organisation goes about drafting a performance agreement with their employees.

(35 marks)