



"Investing in Africa's Future"

FACULTY OF MANAGEMENT & ADMINISTRATION

COURSE CODE AND TITLE: PSM 532: PERFORMANCE MANAGEMENT

END OF FIRST SEMESTER EXAMINATION: (NOVEMBER, 2016)

LECTURER: (A D MUSHONGA)

INSTRUCTIONS

1. You are required to select and answer any 4 questions of your choice.
 2. Each of your answers should not exceed 3 A4 sides.
 3. Conceptual models and frameworks will earn you marks
 4. Each question carries 25 marks
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1. Performance Management is a process for establishing a shared understanding about what is to be achieved, and how it is to be achieved, and an approach to managing people which increase the probability of achieving job-related success. Unpack this definition.
2. Discuss fully, the concept of 360-degree performance evaluation as one of the most effective approaches to performance management.
3. Performance = Ability x Motivation. Discuss the importance of Value Theories of Motivation to Performance Management.
4. Competencies are a signal from the organisation to the individual, of the expected areas and levels of performance. They provide the individual with an indication or map of the behaviours and actions that will be valued, recognised and in some organisations rewarded. Competencies can represent the language of performance in an organisation.
 - a. Discuss what, and how, through Competency Frameworks, competencies contribute to performance management
 - b. Compare and contrast the concepts 'competency' and 'competence'.
5. Performance Appraisal is a process for individual employees and those concerned with their performance, to discuss their performance and development, as well as discussing the support they need in their role.
 - a. Discuss the role of line managers
 - b. Discuss what a good performance appraisal looks like?

END OF PAPER