



***“Investing in Africa’s future”***

**COLLEGE OF BUSINESS, PEACE, LEADERSHIP AND GOVERNANCE**

**NMPM 213: PERFORMANCE MANAGEMENT**

**END OF SEMESTER EXAMINATION**

**MS. DELIAH N. JERANYAMA**

**TIME: 5 HOURS**

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### **INSTRUCTIONS**

Answer one question

DO NOT repeat material.

Credit is given to application of theory and practice

Plagiarism attracts a penalty

### **Question 1**

You are a manager at Global Solutions, an organisation that almost collapsed as a result of its poor performance over the past two years.

- i. Identify and discuss strategies to motivate the employees. **(20 marks)**
- ii. How best do you deal with poorly performing departments? **(20 marks)**
- iii. Discuss the mechanisms can you put in place to clearly communicate the organisation's objectives and why. **(20 marks)**

### **Question 2**

COVID-19 has opened up opportunities for organisations, institutions and businesses to appreciate virtual operations. However, when the national lockdown was effected, many of them did not have any systems to guide employees on this new phenomenon. This left some employees in almost every department unaware of what was expected of them. As a consultant hired by Africa University to plan for similar future scenarios, suggest how:

- i. Africa University can measure performance at a time when staff from almost all University departments are working from home? **(30 marks)**
- ii. Discuss the key performance indicators for the affected departments in this scenario? **(30 marks)**

### **Question 3**

Assume you are a manager at Texas farm which is involved in mixed farming. You are tasked to work closely with the Human Resources department in designing a sound performance management system.

- i. Design a job description form that clearly allows the supervisor of the dairy department to summarise their duties and responsibilities at the farm. **(20 marks)**
- ii. Identify and discuss any four key performance areas at Texas farm. **(20 marks)**
- iii. What employee career development approaches can be adopted to improve effectiveness and performance of all farm workers at Texas? **(20 marks)**

**End of paper**

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