

**FINAL EXAMINATION**

BACHELOR OF BUSINESS ADMINISTRATION (HONOURS)
BACHELOR OF BUSINESS ADMINISTRATION (HONOURS)
HUMAN RESOURCE MANAGEMENT

COURSE : PERFORMANCE MANAGEMENT

COURSE CODE : HRM3183/HRM3043

DURATION : 3 HOURS

INSTRUCTIONS TO CANDIDATES:

1. This question paper consists of **TWO (2)** parts : PART A (4 questions)
: PART B (3 questions)
2. Answer ALL questions from Part A and Part B.
3. Please check to make sure that this examination pack consists of:
 - i. The Question Paper
 - ii. An Answer Booklet
4. Do not bring any material into the examination hall.
5. Please write your answer using permanent ink.

MYKAD/ PASSPORT NO. : _____
ID. NO. : _____
LECTURER : _____
SECTION : _____

DO NOT OPEN THIS QUESTION PAPER UNTIL YOU ARE TOLD TO DO SO

This question paper consists of 3 printed pages including the front page

PART A: STRUCTURED

Instruction: Answer ALL questions.

1. Organisations often receive performance information from multiple rating sources, including supervisors, peers, subordinates, self-appraisals, and customers. Analyse **FIVE (5)** challenges that may arise when using multiple sources of performance information.
(10 marks)
2. Employees frequently provide self-appraisals as part of the performance management process. Classify **FIVE (5)** methods that organizations can use to improve the quality of self-appraisals.
(10 marks)
3. Examine **FIVE (5)** advantages of implementing a performance management system through an online platform.
(10 marks)
4. Identify **FIVE (5)** benefits of implementing an appeal process in a performance management system.
(10 marks)

(TOTAL: 40 MARKS)

PART B: ESSAY

Instruction: Answer **ALL** questions.

1. "The direct supervisor plays the most critical role in employee development."

Justify this statement by discussing **FIVE (5)** responsibilities of direct supervisors and the extent to which their involvement influences employee development outcomes.

(20 marks)

2. Different employees require different coaching approaches. Criticise **FOUR (4)** coaching styles and their suitability in different workplace situations.

(20 marks)

3. Despite their benefits, contingent pay plans may create unintended consequences. Consider **FIVE (5)** possible problems associated with contingent pay plans and their impact on organizational effectiveness.

(20 marks)

(TOTAL: 60 MARKS)

(TOTAL: 100 MARKS)

END OF QUESTION PAPER

