



TECHNICAL UNIVERSITY OF MOMBASA

School of Business

Department of Business Administration

UNIVERSITY EXAMINATION FOR:
DIPLOMA IN HUMAN RESOURCE MANAGEMENT
BHR 2210 PERFORMANCE MANAGEMENT.
END OF SEMESTER EXAMINATION

SERIES: JULY 2025

TIME: 2 HOURS

DATE:Pick DateJULY 2025Pick Year

Instructions to Candidates

You should have the following for this examination

Answer Booklet, examination pass and student ID

This paper consists of **FIVE** questions.

Answer question ONE (Compulsory) and any other TWO questions.

Do not write on the question paper.

QUESTION ONE

- a) Explain five uses of job description. (10 marks)
- b) High light five objectives of performance management. (10 marks)
- c) Explain five aims of performance management. (10 marks)

Question TWO

- a) Describe five characteristics of performance management (10 marks)
- b) Explain (MBO) management by objectives (10 marks)

Question THREE

- a) High light Five benefits of management by objectives. (10 marks).
- b) Explain 360 degrees method of performance appraisal. (10 marks)

Question FOUR

- a) Highlight five benefits of performance appraisal results. (10 marks)
- b) Explain three shortcomings of performance appraisal. (6 marks)
 - C i) Define performance management. (2 marks)
 - ii) Explain performance appraisal. (2 marks)

Question FIVE

- a) Explain five benefits of performance appraisal feedback to the appraisee. (10 marks)
- b) Highlight five problems of performance appraisal. (10 marks)