



**THE OPEN UNIVERSITY OF SRI LANKA**  
**MASTER OF BUSINESS ADMINISTRATION IN HUMAN RESOURCE**  
**MANAGEMENT**  
**FINAL EXAMINATION-2019 SEMESTER II**  
**MCP 2338/MSP 9338 - PERFORMANCE MANAGEMENT AND**  
**COMPENSATION**  
**DURATION: THREE (3) HOURS**

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**DATE: 16.03.2019**

**TIME: 9.30 am – 12.30pm**

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**INSTRUCTIONS**

**Answer any five questions. Each answer carries 20 marks.**

**Illegible handwriting will cause loss of marks.**

1. A successful Performance Management System possess different characteristics. “Successful Performance Management System mainly focus in facilitating areas such as rewards/pay, communication, succession planning and individual development” Explain.
2. Describe the MBO (Management By Objectives) method and 3 different types of objectives in relation to Key Performance Indicators in Performance Management?
3. “Effective communication between Superior/Appraiser and Subordinate/Appraisee could make a significant influence on the performance review interview”. If you are the Head of HR, explain how you enhance required communication skills of employee’s with a special reference to the exiting PMS in your working organization.
4. What are the expected positive changes and requirements you may consider in order to shift from exiting performance management system to Balance Score Card based Performance Management System?
5. “Coaching can be used as an effective strategy to improve performance of your subordinates and you could facilitate a profound change and development among your subordinates by introducing coaching concepts in performance management” Explain citing appropriate examples?
6. Explain the applicability and validity of Trait Approach and Behavioral Approach in measuring performance in contemporary organizations. Highlight suitable examples from industry to support your answer.

