

**THE OPEN UNIVERSITY OF SRI LANKA**  
**MASTER OF BUSINESS ADMINISTRATION IN HUMAN RESOURCE**  
**MANAGEMENT 2017**  
**FINAL EXAMINATION – 2017 SEMESTER II**  
**MCP2338 – PERFORMANCE MANAGEMENT AND COMPENSATION**  
**DURATION: THREE (3) HOURS.**



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**DATE: 19<sup>TH</sup> NOVEMBER 2017**

**TIME: 9.30A.M – 12.30 P.M**

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**Answer any five (5) questions. Each question carries 20 marks.**

01. Citing suitable examples describe the main features of an ideal performance management system.
02. “Communication skills of both Performance Appraiser and subordinate is a vital factor for successful performance review meeting”. Explain how you could use communication skills effectively in order to conduct an effective performance review interview.
03. “The key to success of performance management system is the proper formulation of individual Job objectives in line with the organizational goals and objectives.” Explain how you set individual Job objectives in your organization with practical examples.
04. “Majority of organizations face a challenge of achieving consistent rating across the organization” In this context, some organizations have introduced “Rate calibration” as the method of moderation or normalization to achieve a reasonable degree of consistency in ratings. Discuss advantages and disadvantages of such a process.
05. “Coaching is a transformation process for personal and professional awareness, clarity and actions for the purpose of individual development”. Describe how you could integrate coaching approach with your organizational performance management system.
06. Identify the key characteristics of Balance Score Card Method and compare it with 360 degree performance evaluation method.