014

THE OPEN UNIVERSITY OF SRI LANKA
MASTER OF BUSINESS ADMINISTRATION IN HUMAN RESOURCE MANAGEMENT
FINAL EXAMINATION – 2024
HRP9338 /MSPA9338 / MCP2338 – PERFORMANCE MANAGEMENT
DURATION: 03 HOURS

Date: 20th OCTOBER 2024 **Time: 1.30 p.m. to 4.30 p.m.**

Instructions: Answer any five (05) questions. Each question carries 20 marks.

1. How would you ensure that supervisors deliver effective feedback to employees as part of a performance management system, fostering open communication, constructive dialogue, and actionable development recommendations? (20Marks)

2. You've been tasked with implementing a new performance management system in an organization. How would you design the system to effectively identify individual employees' training and development needs, aligning these needs with organizational goals and performance expectations? (20Marks)

3. How would you propose a coaching-based performance culture to address poor performance levels in some public sector organizations, focusing on developing employee skills, building accountability, and fostering a positive work environment? (20Marks)

4. As the Head of HR, how would you ensure that year-end performance appraisals are conducted fairly and accurately, minimizing rating errors and ensuring that employee performance is evaluated objectively to support decisions regarding rewards, promotions, and development? (20Marks)

5. How can a performance management system be used to motivate employees and enhance their job satisfaction by recognizing the achievements of individual employees? (20Marks)

6. As an MBA in HRM student, how would you assess the effectiveness of a performance management system in an organization, considering key elements such as goal setting, performance expectations, regular feedback, performance reviews, and development planning? (20Marks)

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