



Faculty of Management and Finance

Bachelor of Business Administration Honours in Business Management Degree Programme

Course Unit Information Sheet

Course Code		MGT 41253			
Course Name		Business Performance Management			
Semester		4000 Level Semester I			
Credit Value	3	Core/Optional	Core	GPA/NGPA	GPA
Hourly Breakdown		Lectures	Practical	Independent Learning	
		45 hours	-	105 hours	
Course Description					
Business Performance Management (BPM) is a holistic approach to managing and improving business performance. This course unit covers the role and key concepts of performance management and examines their application in improving business performance. As such, this course unit will provide with a comprehensive understanding of BPM, including its principles, processes, and tools and the students will learn how to develop and implement a BPM system in organizations, and how to use BPM to improve organization’s performance.					
Intended Learning Outcomes				PLO Alignment	
Upon completion of this course unit, the students will be able to,					
1. Explain the principles and concepts of business performance management, including its components, processes, and key performance indicators (KPIs).				1,2,3	
2. Apply the knowledge of performance management to measure and manage performance at both the process and individual job levels.				3,6,18	
3. Evaluate the effectiveness of performance management techniques, such as benchmarking, performance appraisal, and the Balanced Scorecard, in improving organizational performance.				10,14,21,22	
4. Assess the legal, ethical, and contemporary issues related to performance management.				8,12,18,22	
Course Content				Hours	ILOs
1. Introduction to business performance management				3	1
2. Performance management process				3	1
3. Administration of performance management process				6	1
4. Key Performance Indicators (KPI)				6	1
5. Process performance measures and management				6	2
6. Job and individual performance measures and management				6	2
7. Benchmarking				3	3
8. Performance appraisal				3	3
9. Balanced Scorecard				3	3

10. Legal and ethical issues in performance appraisal	3	4
11. Contemporary issues in performance management	3	4
Teaching Methods		
Lectures, Tutorials, Discussions, and Presentations		
Assessment Methods		
In course Assessments 30 %	Final Examination 70 %.	Total 100%.
Recommended Readings		
1. Armstrong, M. <i>Performance Management: Key Strategies and Practical Guidelines</i> . Kogan Page Limited. /The latest edition 2. Marr, B. <i>Key Performance Indicators (KPI): The 75 Measures Every Manager Needs to Know</i> . Pearson UK. /The latest edition 3. Recardo, R. <i>Corporate Performance Management: How to Build a Better Organization Through Measurement-driven, Strategic Alignment</i> . Taylor & Francis. /The latest edition		