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Total Number of Pages: 02

MBA

15 MNG 307 C

3rd Semester Regular Examination 2016-17

PERFORMANCE MANAGEMENT

BRANCH:

Time: 3 Hours

Max Marks: 100

Q.CODE: Y666

**Q No 1 and 2 are compulsory and any four from the rest
The figures in the right hand margin indicate marks.**

Part – A (Answer all the questions)

Q1 Answer the following questions: (2 x 10)

- The simplest and most popular technique for appraising employee performance is _____
- Appraisals made by superiors, peers and subordinates is called as _____
- Aligning and evaluating employee's performance with company's set goals is called _____
- An interview in which supervisor and subordinate review appraisal is called _____
- Some raters have a tendency to be liberal in their rating by assigning higher rates consistently. Such an error refers to _____
- The systematic process by which an agency involves its employees as individuals and members of a group in improving organizational effectiveness in the accomplishment of agency mission and goals is termed as _____
- A method by which the job performance of an employee is documented and evaluated is called _____
- EFQM stands for _____
- A type of employee benefit plan which is intended to encourage employees to acquire stocks or ownership in the company is called _____
- The formulation and implementation of strategies and policies that aim to reward people fairly, equitably and consistently in accordance with their value to the organization is termed as _____

Q2 Answer the following questions: **Short answer type** (2 x 10)

- Bring out the differences between performance management and performance appraisal
- Describe the concept of potential appraisal
- Pay for performance plans act as motivators only when they succeed, justify your answer
- What is an assessment centre
- How does having job descriptions contribute to performance management

- f) Explain the concept of benchmarking in performance planning
- g) Conceptually explain the meaning of tell and sell interview
- h) List few merits and demerits of 360 degree appraisal
- i) What do you mean by profit sharing plan
- j) What does performance counselling mean. List few advantages

Part – B (Answer any four questions)

- Q3** Explain concept of performance management system. How does it differ from performance appraisal. **(15)**
- Q4** “Accurate appraisal of performance is very difficult “. Do you agree. Briefly describe the problems / errors encountered in performance appraisal **(15)**
- Q5** Why is MBO considered as better method of performance appraisal ? Discuss the steps involved in implementing MBO method of appraisal. Weigh up strengths and weaknesses of MBO. What does SMART goal mean in the concept of MBO **(15)**
- Q6** Why should managements ensure that organizational strategy, structure and systems are aligned before designing a pay for performance plan. What are the different pay for performance plans that can be implemented in an organization **(15)**
- Q7** “Performance appraisal should be a two way street. Supervisors evaluate their subordinates and subordinates evaluate their supervisors”. Do you agree or disagree ? Discuss **(15)**
- Q8** What is BARS ? Explain briefly BARS as a method of performance appraisal. Conceptually explain critical incidents **(15)**