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Total Number of Pages: 01

MGT405C

4th Semester Regular Examination – 2016

PERFORMANCE MANAGEMENT

BRANCH: MBA

Time: 3 Hours

Max marks: 70

Q.CODE: W 381

Answer six questions including Q.1, which is compulsory.

1. Answer all the bits:

- a) Define performance management and performance appraisal.
- b) What do you mean by performance dimensions?
- c) Outline the objectives of potential appraisal.
- d) What is meant by EVA?
- e) What is balance score card method?
- f) Outline the main features of 360 degree feedback.
- g) Why performance counseling is made?
- h) What do you mean by competence?
- i) How does computer performance monitoring help in performance management?
- j) What is assessment centre?

2. Explain the term performance management. Identify the major points of difference between traditional performance appraisal and new performance appraisal system.

3. Describe the general guidelines for the development of a performance management system. What decisions must be taken by the organization at each step?

4. Describe the assessment centre approach to performance management.

5. Are behavior based methods more effective than trait based methods? Describe any two methods of each type, citing their advantages and disadvantages.

6. Describe the performance management system in Nalco.

7. Explain how the performance management system can be aligned with the business strategy of the organization.

8. Write notes on: (any two)

- a) 'Do only what you get paid for' syndrome
- b) Performance linked reward system
- c) Coaching