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Total Number of Pages : 02

MBA
15MNG402C

4th Semester Regular / Back Examination 2017-18
PERFORMANCE MANAGEMENT (PM)
BRANCH : MBA
Time : 3 Hours
Max Marks : 100
Q.CODE : C188

Answer Part-A which is compulsory and any four from Part-B.
The figures in the right hand margin indicate marks.

Part – A (Answer all the questions)

Q1. Answer the following questions : *multiple type or dash fill up type* : (2 x 10)

- a)** Performance management is viewed as a process carried out as a(n) :
- (1) once-a-year task (2) twice a year activity
(3) ongoing process or cycle (4) none of the above
- b)** An aim of performance appraisal is to :
- (1) fire employee (2) motivate employee
(3) counsel employee (4) hire employee
- c)** A company's HR team is responsible for :
- (1) training of supervisors (2) monitor appraisal system affectivity
(3) training employees (4) all of above
- d)** Job evaluation is a technique adopted for determining the _____ of the job :
- (1) internal worth (2) external worth
(3) both internal and external worth (4) none of the above
- e)** An evaluation process of employee's performance, in comparison to set standards is called :
- (1) performance appraisal (2) compensation
(3) counseling (4) design of evaluation
- f)** Basic approach in employee's performance compares with their current performance to
- (1) set standards (2) performance in previous years
(3) performance in last job (4) none of above
- g)** The 360 degree performance feedback involves the evaluation of the employees by :
- (1) HR managers (2) employees
(3) supervisors (4) all who are directly involved with the appraise
- h)** An equal rating of all employees such as 'good' is called :
- (1) lenient tendency (2) strict tendency
(3) biasing tendency (4) central tendency

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- i) An advantage of Management by Objectives (MBO) is :
 - (1) avoids central tendency and biases
 - (2) jointly agreed performance objectives
 - (3) provides behavioural anchors
 - (4) ongoing basis evaluation
 - j) The evaluation method that requires the supervisors to keep a written record of positive and negative work related actions of the employees is called :
 - (1) Critical incident method (2) Essay method
 - (3) work standard method (4) Field review method

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

- a) Why it is essential to measure the performance of an employee ?
- b) List out the problems of performance appraisal.
- c) What does performance planning mean ?
- d) What are main HR actions subsequent to performance appraisal ?
- e) What is meant by Competency ?
- f) What are the merits and demerits of 360 degree appraisal ?
- g) What is Employee reward system ?
- h) What is reward management ?
- i) Cite few reasons why performance appraisal fails.
- j) Define an assessment centre.

Part – B (Answer any four questions)

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- Q3.** Explain the concept of performance management system and how does it differ from performance appraisal **(15)**
- Q4.** Discuss the financial and non financial rewards in motivating modern employees. Explain the advantages and disadvantages of linking compensation with performance **(15)**
- Q5.** What are the different methods of performance appraisal? Elaborate in detail “Management by Objectives” **(15)**
- Q6.** Performance appraisal is a systematic way of judging the relative importance of an employee in performing his/ her task. Justify the statement. What is 360 degree appraisal **(15)**
- Q7.** Performance appraisal has been affected by different types of rating errors. What are these errors which are usually encountered in the process of Performance appraisal, Explain **(15)**
- Q8.** What do you mean by reward management ? What are the major objectives and importance of reward management ? **(15)**
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