

Registration No :

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Total Number of Pages : 02

MBA
18MBA304C

3rd Semester Regular Examination 2019-20
PERFORMANCE MANAGEMENT SYSTEM
BRANCH : MBA
Max Marks : 100
Time : 3 Hours
Q.CODE : HR977

Answer Question No.1 (Part-1) which is compulsory, any EIGHT from Part-II and any TWO from Part-III.

The figures in the right hand margin indicate marks.

Part- I

Q1 Only Short Answer Type Questions (Answer All-10) (2 x 10)

- a) Write two purposes of performance appraisal?
- b) Why is post performance interview important?
- c) What is BARS?
- d) What is "Do only for what you get paid for" syndrome?
- e) Write 2 KPIs of a sales man.
- f) State the principles of performance counselling.
- g) What is the role of assessment center in performance management?
- h) What are the benefits of performance management?
- i) State two HR interventions to improve employees' performance.
- j) If you conduct research to obtain data relating to employee performance, what instruments will you use?

Part- II

Q2 Only Focused-Short Answer Type Questions- (Answer Any Eight out of Twelve) (6 x 8)

- a) Distinguish between performance appraisal and performance management.
- b) Distinguish between coaching and counselling.
- c) Explain the pros and cons of 360 Degree Feedback.
- d) Explain MBO process.
- e) Explain EFQM excellence model.
- f) Explain Balance Scorecard.
- g) Explain various types of pay-for- performance plans.
- h) Explain the implications of performance management.
- i) Explain various components of sound reward system.
- j) Explain briefly performance management process.
- k) "It's not just appraising; it's all about performing." Justify
- l) Elucidate the process of managing employees' performance.

Part-III

Only Long Answer Type Questions (Answer Any Two out of Four)

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| 210 | Q3 | 210 | Describe various types of errors happen to occur during performance appraisal and suggest the measures to minimize such errors. | (16) | 210 |
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| | Q4 | | “Linking reward to employee performance is often debatable.” Evaluate the statement in the light of merit vs seniority base promotion. | (16) | |
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| 210 | Q5 | 210 | Evaluate the merits and limitations of traditional and modern methods of performance appraisal. | (16) | 210 |
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| 210 | Q6 | 210 | “There are only three measurements that tell you nearly everything you need to know about your organization's overall performance: employee engagement, customer satisfaction, and cash flow. It goes without saying that no company, small or large, can win over the long run without energized employees who believe in the mission and understand how to achieve it.” Put your arguments. | (16) | 210 |
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