



GIET UNIVERSITY, GUNUPUR – 765022

M. B. A (Third Semester – Regular) Examinations, December – 2020

MB 304 C – PERFORMANCE MANAGEMNT SYSTEM

Time: 2 Hrs

Maximum: 50 Marks

The figures in the right hand margin indicate marks.

PART – I: (Multiple Choice Questions)

(1 x 10 = 10 Mark)

Q. 1 Answer ***ALL*** questions

- a. When actual performance of the employees are measured, then it will be compared with
 - (i) Standard performance
 - (ii) Other's Performance
 - (iii) Previous Performance
 - (iv) Group performance
- b. In most organizations, which of the following is primarily responsible for appraising an employee's performance?
 - (i) Employee's direct supervisor
 - (ii) Company appraiser
 - (iii) Human resources Manager
 - (iv) CEO representative
- c. A supervisor who frequently rates all employees as average on performance appraisals most likely has a problem known as ____
 - (i) Hallow effect
 - (ii) Stereotyping
 - (iii) Central tendency
 - (iv) Strictness
- d. Which of the following terms refers to a performance appraisal based on surveys from peers, supervisors, subordinates, and customers?
 - (i) 360-degree feedback
 - (ii) Team appraisal
 - (iii) Upward feedback
 - (iv) Rating committee
- e. A performance appraisal is based on the assumption that an employee understood what his or her performance standards were prior to the appraisal.
 - (i) True
 - (ii) False
 - (iii) According to situation
 - (iv) None
- f. Which component of performance management refers to communicating a firm's higher-level goals throughout the organization and then translating them into departmental and individual goals?
 - (i) Role classification
 - (ii) Goal alignment
 - (iii) Performance monitoring
 - (iv) Direct sharing
- g. The actual performance is compared with the standard Performance to
 - (i) Identify the gap
 - (ii) Give them training
 - (iii) Improve performance
 - (iv) None
- h. Procedural method which describes goals to individual employees and managers try to attain goals within specified length of time is classified as
 - (i) Combination method
 - (ii) Critical incident method
 - (iii) Behavioural rating approach
 - (iv) Management by objective
- i. Firms that use ____ let subordinates anonymously rate their supervisors' Performance.
 - (i) Downward feedback
 - (ii) Upward feedback
 - (iii) MBO
 - (iv) Narratives
- j. A Manager at the first level of management is known as a
 - (i) Top executive
 - (ii) Middle manager
 - (iii) Line manager
 - (iv) Supervisor

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PART – II (A): (Short Answer Questions)**(2 x 5 = 10 Marks)**Q.2. Answer **ALL** questions

- a. Enlist any four benefits of performance management.
- b. Discuss any two strategies for performance management.
- c. What is meant by EFQM?
- d. What do you understand by “Do only what you get paid for” syndrome?
- e. State few performance management applications.

PART – III: (Long Answer Questions)**(6 x 5 = 30 Marks)**Answer **ANY FIVE** questions.

Marks

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| 3. Give a note on Performance Management System. | (6) |
| 4. Describe the concept of potential appraisal in detail. | (6) |
| 5. Give a brief account on mechanism to analyse performance problems. | (6) |
| 6. Briefly explain the components of reward and compensation system. | (6) |
| 7. Write down the steps involved in the process of improving performance in an organisation. | (6) |
| 8. Explain various types of performance measures in brief. | (6) |
| 9. Highlight the applications of performance management in service Industry. | (6) |
| 10. Enlist the principles of performance counselling. | (6) |

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