GIET UNIVERSITY, GUNUPUR – 765022
M. B. A (Fourth Semester) Examinations, May 2024
21MBAHR24003 – Performance Management System

Time: 3 hrs   Maximum: 60 Marks

(The figures in the right hand margin indicate marks.)

PART – A   **(2 x 10 = 20 Marks)**

Q.1. Answer *ALL* questions

		CO #	Blooms Level
a.	Define Performance Management.	CO1	K2
b.	Define Prerequisites of Performance Management.	CO1	K2
c.	What is the role of assessment centre in performance management?	CO2	K1
d.	Write 2 KPIs of a sales man.	CO2	K1
e.	What are the characteristics of performance planning?	CO3	K1
f.	What are the barriers to performance planning?	CO3	K1
g.	What is BARS?	CO4	K1
h.	What is the importance of performance appraisal?	CO4	K1
i.	What do you mean by performance management documentation?	CO5	K1
j.	Define Performance Monitoring.	CO5	K2

PART – B   **(8 x 5 = 40 Marks)**

Answer *ALL* the questions

		Marks	CO #	Blooms Level
2. a.	In future, the compensation policies, programme and practices of an Organization will revolve around newer reward systems and benefits. Discuss.	8	CO1	K1
	(OR)			
b.	Discuss the role of performance management in Organizational excellence.	8	CO1	K2
3.a.	"Alignment of all performance dimension result in well set strategies." Explain.	8	CO2	K2
	(OR)			
b.	Performance counselling is the heart of the performance management system. Do you agree?	8	CO2	K2
4.a.	Design a performance monitoring process with built in mentoring programme for your organization.	8	CO3	K2
	(OR)			
b.	Describe the objectives and importance of performance managing with suitable examples.	8	CO3	K2
5.a.	Develop a set of critical incidents covering the classroom performance of the teacher you like the most.	8	CO4	K2
	(OR)			
b.	Which method of appraisal is most suited for appraising the following categories of employees? (i) IT professional (ii) Telesales (iii) HR professionals (iv) R & D Scientist	8	CO4	K2

6.a.	How you will monitor the performance of the sales executive in Automobile Company.	8	CO5	K1

(OR)

b. **Case Study** 8 CO5 K2

Ajay is an employee whose performance was more than satisfactory for over 2 years. His work assignments were completed on time & accurately done.

However, for the last 3 months, Ajay's work has been consistently late & incomplete. His work also has contained an increased number of mistakes. He does not seem to be concentrating on his work very well and often gives vague & incomplete answers when his manager needs information from him. Ajay's performance problems started about the time a new computer system was introduced in the company. His manager has provided regular feedback & counselling to Ajay on the problems with his assignments.

During one of the counselling sessions Ajay mentioned problem using the new software. Ajay & his manager jointly agreed that he should take advantage of the 2-day training session offered. After the training session the trainer informed the manager that Ajay barely participated in the training session & that he acted very nonchalant during the entire 2 days.

Ajay's performance is still not improving. He has a backlog of work which means his assignments are often late and is impacting the work of others. The manager has asked other employees to step in and help complete the backlog. In addition, the manager is spending a lot of time reviewing his submissions and has found three serious errors in the past 2 weeks. The manager is now seriously thinking of counselling Ajay in the next 3 -4 weeks' time

- (i) Is Ajay's performance an example of poor or marginal performance?
- (ii) Does this situation meet the criteria for counselling? Why? Explain in detail.

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