

Code: BA3T7H

**II MBA - I Semester – Regular/Supplementary Examinations
DECEMBER 2017**

PERFORMANCE MANAGEMENT

Duration: 3 hours

Max. Marks: 70 M

SECTION-A

1. Answer any FIVE of the following: 5 x 2 = 10 M

- a. Goal setting
- b. BARS
- c. Competency mapping
- d. Balanced score card
- e. Role of leadership
- f. Performance audit
- g. Merit rating
- h. Appraisal system

SECTION – B

Answer the following: 5 x 10 = 50 M

2. a) Distinguish between performance management and human resource management.

(OR)

b) Write in detail, the characteristics of performance management.

3. a) Write briefly about reward based performance system.

(OR)

b) What are the prerequisites of performance planning?

4. a) Write a short note on:

i) Counseling ii) Monitoring

(OR)

b) You are a supervisor of a manufacturing company and you are coaching one of the veteran employees of the company. Describe the behavior required to perform this function.

5. a) Explain the objectives and advantages of performance appraisal. Discuss the different forms of performance appraisal.

(OR)

b) What are the various methods of appraisal?

6. a) Explain different types of teams with respect to performance management.

(OR)

b) Your organization is considering implementing a team performance system and has asked you to provide information on what types of performance dimensions should be used to measure team performance. Write a memo to your supervisor on the recommended performance dimensions to be considered.

SECTION – C

7. Case Study

1 x 10 = 10 M

A senior executive, middle, aged was expecting position for the past 4 years, which is due for him as he is with the organization from its inception. The Performance appraisal methods are changing every year as HR Management is highly curious & adventurous in testing many new methods. The middle aged executive cannot cope up with the up gradation of software related to performance appraisals. He is sincere in his job not very high performing or low, he accomplishes his targets and have been loyal to the organization.

When every time his promotion is denied based on performance rankings & victimized. He curse & loath the system of performance appraisals & recently his behavior is changing on the negative side, not cooperating with his superiors, absenteeism increasing & performance still going low.

Answer the Questions

- i) Is the performance evaluation system in the company not good?
- ii) Who is responsible for the poor performance of the executive?