

Code: BA3T7H

II MBA-I Semester-Regular Examinations DECEMBER 2014

PERFORMANCE MANAGEMENT

Duration: 3hours

Max. Marks: 70

SECTION-A

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

- a) Assigned goals and accepted goals
- b) Factors affecting performance
- c) Career development?
- d) Performance planning?
- e) What is balance score card?
- f) What is mentoring?
- g) Team oriented organizations?
- h) Principles of performance management.

SECTION – B

Answer the following: 5 x 10 = 50 M

2. a) What is meant by performance audit? Explain its process.

OR

b) “Performance management Vs Human resource management” Discuss.

3. a) Explain concept of career planning. Illustrate various steps involve in it.

OR

b) What is the role of information technology in PMS?

4. a) Enunciate different performance management tools with examples.

OR

b) What are the objectives and principles of monitoring? How will it be helpful to the performance management?

5. a) What are the methods of Performance appraisal system in the present day context?

OR

b) “The end result of all the practices of PMS is organizational effectiveness” Discuss.

6. a) “Building high performance teams is challenge leading high performance teams is greatest challenge” Discuss.

OR

b) Illustrate the basic characteristics of a high performance teams?

SECTION – C

7. Case Study

1 x 10 = 10 M

Vissu was a brilliant engineer. However, he was an introvert. While on one side he could soak up the burden of six members in the team, he was unwilling to interact with the client. Vinod was a part of the same team who could convince the client on the absence

on Vissu almost every alternate day, but not with his own technical capabilities. To their manager, Narendra, this process became a head-ache. Having Vissu and Vinod was bringing him praises from outside, but also troubles from inside. He tried persuading Vissu to change his attitude and Vinod to learn technical skills from Vissu. The team was ranked as the best for one year, but both Vinod and Vissu left the organization in the second year.

Analyze the case and describe what you think Narendra could have done better. Treating this as a case of personality misfits, how would you suggest the organization to deal with such problems in the future? In case Narendra had an opportunity to retain one of them, whom should he consider as his priority? Elaborate your rationale.