

Code: BA3T7H

**II MBA - I Semester – Regular/Supplementary Examinations
DECEMBER 2016**

PERFORMANCE MANAGEMENT

Duration: 3 hours

Max. Marks: 70 M

SECTION-A

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

- a) Performance audit
- b) Competency mapping
- c) Performance monitoring
- d) Organizational effectiveness
- e) Leadership
- f) BARS
- g) Goal setting
- h) Counseling

SECTION – B

Answer the following: 5 x 10 = 50 M

2. a) Define performance management. Explain the process for managing performance.

(OR)

b) Distinguish performance management and human resource management in detail.

3. a) What is meant by performance management planning?
Explain its methods in detail.

(OR)

b) What is career development? Explain the various career development actions.

4. a) Explain MBO and BARS in detail.

(OR)

b) What are the principles of monitoring? Discuss the monitoring process in detail.

5. a) Explain the methods of appraisal system in detail.

(OR)

b) Explain the steps for implementing the appraisal system in detail.

6. a) What do you mean by high performance teams? Explain building and leading of high performing teams.

(OR)

b) Discuss team oriented organizations in detail.

SECTION – C

7. Case Study

1 x 10 = 10 M

After spending several weeks on the job, Jennifer was surprised to discover that her father had not formally evaluated any employee's performance for all the years that he had owned the business. Jack's position was that he had "a hundred higher -

priority things to attend to,” such as boosting sales and lowering costs and in any case many employees didn’t stick around long enough to be appraisal i.e any way. Furthermore contended Jack, manual workers such as those doing the pressing and cleaning did periodically get positive feedback in terms of praise from Jack for a job well done, or criticism, also from Jack, if things did not look right during one of his swings through the stores. Similarly, Jack was never shy about telling his managers about store problems so that they, too, got some feedback on where they stood.

This informal feedback notwithstanding, Jennifer believes that a more formal appraisal approach is required. She believes that are there criteria such as quality, quantity, attendance, and punctuality that should be evaluated periodically even if a worker is paid on piece rate. Furthermore, she feels quite strongly that the managers need to have a list of quality standards for matters such as store cleanliness, efficiency, safety, and adherence to budget on which they know they are to be formal evaluated.

Case Questions:

- i) Is Jennifer right about the need to evaluate the workers formally? The managers? Why or why not ?
- ii) Develop a performance appraisal method for the workers and managers in each store.