

Roll No.

Total Pages : 3

247406

May, 2019

MBA - IV SEMESTER

Performance Management (MBA/HRM-214)

Time : 3 Hours]

[Max. Marks : 75

Instructions :

1. *It is compulsory to answer all the questions (1.5 marks each) of Part-A in short.*
2. *Answer any four questions from Part-B in detail.*
3. *Different sub-parts of a question are to be attempted adjacent to each other.*

PART-A

1. Briefly explain the following :

- (a) Performance appraisal. (1.5)
- (b) Interactive goal setting. (1.5)
- (c) Reward system. (1.5)
- (d) Components of appraisal form used for gathering performance information. (1.5)

247406/290/111/31

[P.T.O.
30/5

- (e) Performance counseling. (1.5)
- (f) Key result areas. (1.5)
- (g) Forced choice method. (1.5)
- (h) SMART goals for employee performance. (1.5)
- (i) Graphic rating scale. (1.5)
- (j) Appraisal interviews. (1.5)

PART-B

- 2. Explain the various steps in performance management process. (15)
- 3. Describe 360 degree feedback and paired comparison method used for measuring performance. (15)
- 4. What should be the characteristics of an ideal performance management system? Explain the benefits of well implemented performance management system for employees, managers and organization. (15)
- 5. What is Competency mapping? Explain various steps in developing a competency based selection system. Also explain the applications of competency mapping. (15)

- 6. (a) What do you understand by Key Performance Indicators (KPIs)? Why are KPIs used? Explain different types of KPIs. (7.5)
- (b) Explain the need for linking strategic business goals with performance goals. (7.5)
- 7. Write short notes on :
 - (a) Performance feedback. (7.5)
 - (b) Difference between performance and potential management. (7.5)