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Total Pages : 03

**704405**

May 2024

M.B.A. (Executive) (Fourth Semester)

Performance Management (MBA-E-HRM-213)

Time : 3 Hours

[Maximum Marks : 75

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

**Part A**

1. (a) What is the significance of Performance appraisal ? **1.5**
- (b) Differentiate between Performance and Potential appraisal. **1.5**
- (c) What is meant by Economic Value Added (EVA) ? **1.5**
- (d) What is the forced choice method of performance appraisal ? **1.5**
- (e) What is 360-degree feedback in performance appraisal ? **1.5**

- (f) What is the purpose of interactive goal setting ? **1.5**
- (g) What is critical incident method of performance appraisal ? **1.5**
- (h) What is competency mapping ? **1.5**
- (i) Is performance management a continuous process ? **1.5**
- (j) What are the objectives of performance management ? **1.5**

**Part B**

- 2. (a) Define Performance Management. What are the constituents of performance management system ? **10**
- (b) How do Key Result Areas (KRAs) contribute to clarifying roles and (expectations within an organization ? **5**
- 3. (a) What is a Key Performance Indicator (KPI), and how is it used in performance management ? **5**
- (b) Explain the process of performance management in an organization. **10**
- 4. Discuss the role of counseling in performance management. How can managers effectively use counseling to address performance issues ? **15**

- 5. (a) Explain the behavioral anchored rating scale (BARS) and its application in performance appraisals. **5**
- (b) Briefly discuss the importance and steps involved in balanced score card. **10**
- 6. (a) Define SMART goals and explain how they can be used to improve employee performance and motivation. **10**
- (b) Define competency mapping and its importance in performance management. **5**
- 7. (a) Discuss the methods used in potential assessment and their impact on career planning. **5**
- (b) How does performance management contribute to overall employee development ? **10**