

Total No. of Questions: 6

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Enrollment No.....



Faculty of Management  
End Sem (Odd) Examination Dec-2017  
MS5EH01 Performance Management

Programme: MBA Branch/Specialisation: Management / HR

Duration: 3 Hrs.

Maximum Marks: 60

Note: All questions are compulsory. Internal choices, if any, are indicated. Answers of Q.1 (MCQs) should be written in full instead of only a, b, c or d.

- Q.1 i. An aim of performance appraisal is to **1**  
(a) Fire employee (b) Motivate employee  
(c) Counsel employee (d) Hire employee
- ii. Reason that involves in employer's movement for performance **1**  
management is  
(a) Total quality (b) Appraisal issues  
(c) Strategic planning (d) All of above
- iii. Which of these is the main purpose of employee assessment? **1**  
(a) Making correct decisions  
(b) Establish job expectations  
(c) To effect promotions based on competence and performance  
(d) None of the above
- iv. What is the first step in the appraisal process? **1**  
(a) Giving feedback  
(b) Defining the job  
(c) Administering the appraisal tool  
(d) Making plans to provide training
- v. Setting performance criteria is to; **1**  
(a) Achieve desired outcomes  
(b) Meet legal compliance  
(c) Achieve competitive advantage  
(d) Promote goodwill in Market

P.T.O.

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- vi. The S in the acronym for SMART goals stands for \_\_\_\_ **1**  
(a) Specific (b) Straightforward  
(c) Strategic (d) Source
- vii. Which of the following is sensitive and subtle, involving the use of superior experience to guide, facilitate, motivate, encourage, and thereby enable a manager to more effectively use personal qualities in order to succeed? **1**  
(a) Super vision (b) Counselling  
(c) Coaching (d) Mentoring
- viii. Which of the following refers to a method of objectively observing and assessing the people in action by experts or HR professionals with the help of various assessment tools and instruments? **1**  
(a) Assessment Centre (b) Model Centre  
(c) MBO (d) Observation Centre
- ix. .... is a means by which organisations reward employees for their contributions to the business. **1**  
(a) Employee Recognition (b) Gift basket  
(c) KRAs (d) Feedback
- x. Type of teams recognized for making reward system are: **1**  
(a) Work or service Teams (b) Project Teams  
(c) Network Teams (d) All of the above
- Q.2 i. Define Performance Management. **4**  
ii. How do you diagnose causes of poor performance? **6**  
OR iii. Explain different dimensions of Performance Management. **6**
- Q.3 i. What is the difference in Performance Management and Potential Management? **4**  
ii. Explain the process of Performance Management. **6**  
OR iii. Briefly describe the contribution of Performance Management in any organization. **6**

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- Q.4 Attempt any two: **5**  
i. Explain the most important Goal Setting Theory. **5**  
ii. 'Performance managing aids are the achievement of performance planning'. Critically examine the statement. **5**  
iii. Explain the objectives and process of Performance Analysis. **5**
- Q.5 i. Define Mentoring and explain mentoring process. **4**  
ii. What are the common Rater's problems? How they can be overcome? **6**  
OR iii. Which method of appraisal is most suited for appraising the following category of employees: **6**  
(a) IT Professionals  
(b) HR Professionals  
(c) R&D Scientist
- Q.6 Attempt any two: **5**  
i. What are the different challenges in doing Performance appraisal of a Team? **5**  
ii. Enumerate 'linking rewards strategies in Performance Management'. **5**  
iii. Explain some Team Reward Practices adopted by world class organisations. **5**

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MS5EH01 Performance Management

**Marking Scheme**

Q.1	i.	An aim of performance appraisal is to (b) Motivate employee	<b>1</b>
	ii.	Reason that involves in employer's movement for performance management is (d) All of above	<b>1</b>
	iii.	Which of these is the main purpose of employee assessment? (c) To effect promotions based on competence and performance	<b>1</b>
	iv.	What is the first step in the appraisal process? (b) Defining the job	<b>1</b>
	v.	Setting performance criteria is to; (a) Achieve desired outcomes	<b>1</b>
	vi.	The S in the acronym for SMART goals stands for ____. (a) Specific	<b>1</b>
	vii.	Which of the following is sensitive and subtle, involving the use of superior experience to guide, facilitate, motivate, encourage, and thereby enable a manager to more effectively use personal qualities in order to succeed? (d) Mentoring	<b>1</b>
	viii.	Which of the following refers to a method of objectively observing and assessing the people in action by experts or HR professionals with the help of various assessment tools and instruments? (c) MBO	<b>1</b>
	ix.	..... is a means by which organisations reward employees for their contributions to the business. (a) Employee Recognition	<b>1</b>
	x.	Type of teams recognized for making reward system are: (d) All of the above	<b>1</b>
Q.2	i.	Meaning of Performance Management.	<b>4</b>
	ii.	Causes of poor performance 1 mark for each points (1 mark * 6 = 6 marks)	<b>6</b>
OR	iii.	Any 3 Dimensions of Performance Management 2 marks each (2 marks * 3 = 6 marks)	<b>6</b>

Q.3	i.	Any 4 differences (1 mark * 4 = 4 marks)	<b>4</b>
	ii.	Process of Performance Management (step-wise, each point is of 2 marks) (2 marks * 3 = 6 marks)	<b>6</b>
OR	iii.	Any 6 points Contribution/Significance of Performance Management (1 mark * 6 = 6 marks)	<b>6</b>
Q.4		Attempt any two:	
	i.	Meaning & application Goal Setting Theory.	<b>5</b>
	ii.	Importance of Performance management in performance planning	<b>5</b>
	iii.	Objectives of Performance Analysis – 2.5 marks Process of Performance Analysis – 2.5 marks	<b>5</b>
Q.5	i.	Meaning of Mentoring - 2 marks Mentoring process – 2 marks	<b>4</b>
	ii.	Common Rater's problems – 3 marks Ways to overcome – 3 marks	<b>6</b>
OR	iii.	Method of appraisal each category is of 2 marks (2 marks * 3 = 6 marks)	<b>6</b>
Q.6		Attempt any two:	
	i.	Any five challenges in doing Performance appraisal (1 mark * 5 = 5 marks)	<b>5</b>
	ii.	Advantage linking rewards strategies (any five points) (1 mark * 5 = 5 marks)	<b>5</b>
	iii.	Team Reward Practices any five adopted by world class organisations (1 mark * 5 = 5 marks)	<b>5</b>

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