

THIRD SEMESTER M.B.A. DEGREE EXAMINATION, DECEMBER 2017

(CUCSS)

Human Resource Management

BUS 3E H02—PERFORMANCE MANAGEMENT

(2016 Admissions)

Time : Three Hours

Maximum : 36 Weightage

Part A

*Answer the following questions.
Each question carries 1 weightage.*

1. What is Performance Appraisal ?
2. What is Performance Standards ?
3. What is Performance Related Pay ?
4. What is Team based rewards ?
5. What is KRA ?
6. Explain BARS.

(6 × 1 = 6 weightage)

Part B

*Answer any four of the following.
Each question carries 3 weightage.*

7. Explain the need and importance of Performance standards.
8. Discuss the different forms of Performance Appraisal.
9. Explain the objectives and advantages of Performance Appraisal.
10. Performance Management frequently encounters with conflict. Discuss the nature of conflicts and how they can be resolved.
11. What is Coaching ? Explain its basic components and process.
12. Explain Performance Monitoring.

(4 × 3 = 12 weightage)

Turn over

Part C

*Answer any three of the following.
Each question carries 4 weightage.*

13. Explain the important decisions to be taken during performance planning and execution.
14. Discuss the various forms of Performance Related Pay
15. What is Performance Review ? Explain the steps involved in the process of review.
16. Bring out the objectives and purposes of Performance Management.
17. What is a Performance Management System ? Design and explain the performance management system of a typical organization.

(3 × 4 = 12 weightage)

Part D

Compulsory question (6 weightage).

Case Study

18. Mr. Ajith is manager of GE's Appliance division. Each April he has to evaluate his subordinates to decide who is to receive merit pay for the upcoming fiscal year. Each year employees complain about how they are evaluated. During the previous two years tremendous importance has been given to quality records. At one employee forum a senior member remarked : How can Mr. Ajith reward quality ? What has happened to production numbers ? Another employee remarked. It seems to me that if I will get rewarded only for quality, then I should produce a few items but make them perfect.

What is major problem with the present evaluation system ? Describe a performance evaluation system for evaluating a worker on the production line.

(1 × 6 = 6 weightage)