

D 72553

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Name.....

Reg. No.....

**THIRD SEMESTER M.B.A. DEGREE EXAMINATION, DECEMBER 2019**

(CUCSS)

M.B.A.-Human Resource Management

BUS 3EH 02—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 management system ?
2. What is 360 degree analysis ?
3. What is an assessment centre ?
4. What are the objectives of Performance Appraisal ?
5. What is Mentoring ?
6. What is skill based pay ?

(6 × 1 = 6 weightage)

**Part B**

*Answer any four questions.  
Each question carries 3 weightage.*

7. Explain the scope of performance management.
8. What are the dimensions of performance ?
9. What is Performance related pay ? Explain.
10. Explain the importance of performance planning
11. What are the problems in Performance Appraisal ?
12. Explain the coaching process.

(4 × 3 = 12 weightage)

**Turn over**

**Part C**

*Answer any three questions.  
Each question carries 4 weightage.*

13. What are the dangers of a poorly implemented performance management system ?
14. Explain the performance review and feedback process.
15. Identify the characteristics of effective performance standards. What principles need to be followed in setting standards ?
16. Explain the various approaches to Performance Appraisal.
17. Discuss the role of HR professionals in Performance management.

(3 × 4 = 12 weightage)

**Part D (Case Study)**

**Compulsory question.**  
*6 weightage.*

18. ABC Company is a reputed finance company having 10 branches in different parts of the country. Its staff includes 290 operatives and 70 executives. The company uses a graphic scale performance rating plan. The qualities considered are responsibility, initiative, dependability, leadership potential, cooperative attitude and community service. The ratings are used for granting or withholding of increments and promoting meritorious staff. Recently two employees working at Head Office have been denied annual increments due to comparatively low ratings. They have made a representation to the Chief Executive expressing their dissatisfaction. If you were HR manager how would you defuse the problem? On what lines would you recommend modifications ?

(1 × 6 = 6 weightage)