

D 115154

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Name.....

Reg. No.....

**THIRD SEMESTER M.B.A. DEGREE [2016 SCHEME] EXAMINATION
JANUARY 2025**

M.B.A. (CUCSS)

BUS 3EH 02—PERFORMANCE MANAGEMENT

Time : Three Hours

Maximum : 36 Weightage

Part A

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

1. Define Time management.
2. What is organization performance ?
3. What is Smart goal ?
4. Define Leadership.
5. What is meant by Feedback ?
6. What is competency-based recruitment ?

(6 × 1 = 6 weightage)

Part B

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

7. Analyze the impact of shared organizational views on employee engagement and performance.
8. Evaluate the effectiveness of performance standards in enhancing organizational productivity.
9. Discuss the link between individual responsibilities and overall organizational performance.
10. How can performance targets be effectively communicated and reviewed in organizations ?
11. Analyze the importance of aligning competencies with organizational values.
12. Discuss the methods used for recruiting against agreed competencies in organizations.

(4 × 3 = 12 weightage)

Turn over

Part C

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

13. Assess the role of competency-based recruitment in meeting future organizational demands.
14. Evaluate the effectiveness of performance standards in guiding organizational performance.
15. Analyze the importance of clear communication in achieving organizational targets.
16. Discuss the impact of organizational goals and targets on employee motivation.
17. Assess the significance of competency development in achieving organizational objectives.

(3 × 4 = 12 weightage)

Part D

Compulsory Question 6 weightage.

Case study :

18. Dinesh a machine operator, worked as a mechanist for Ganesh, the supervisor. Ganesh told Dinesh to pickup some trash that had fallen from Dinesh's work area, and Dinesh replied, "I won't do the Janitor's work". Ganesh replied "when you drop it, you pick it up". Dinesh became angry and abusive, calling Ganesh a number of names in a loud voice and refusing to pick up the trash. All employees in the department heard Dinesh's comments. Ganesh had been trying for two weeks to get his employees to pickup trash in order to have cleaner workplace and prevent accidents. He talked to all employees in a weekly departmental meeting and to each employee individually at least once. He stated that he was following the instructions of the General Manager. The only objection came from Dinesh. He has been with the company for five years, and in this department for six months. Ganesh has been spoken to him twice about excessive alcoholism, but otherwise his record was good. He was known to have quick temper. This outburst by Dinesh hurt Ganesh badly. Ganesh told Dinesh to come to the office and suspended him for one day for insubordination and abusive language to a supervisor. The decision was within company policy, and similar behaviours had been punished in other departments. After Dinesh left Ganesh's office, Ganesh phoned the HR Manager, reported what he had done, and said that he was sending a copy of the suspension order for Dinesh's file.

Questions :

- 1 How would you rate Dinesh's behaviour ?
- 2 What method of appraisal would you use ? and Why ?

(1 × 6 = 6 weightage)