

Enrollment No.....



Faculty of Management Studies

End Sem Examination Dec-2023

MS3EH04 Performance & Compensation Management

Programme: BBA

Branch/Specialisation: Management

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. Assume suitable data if necessary. Notations and symbols have their usual meaning.

- Q.1 i. Performance management is a continuous process because: **1**
- (a) It involves the human resource of the organization
  - (b) It involves the work environment of the organization.
  - (c) It involves the strategies of the organization
  - (d) It involves planning, sharing, measuring, interacting, motivating and development of employees as well as organization.
- ii. Performance management should be seen as a process which is a: **1**
- (a) Once a year task
  - (b) Twice a year activity
  - (c) Is engaged in when the appraisals are carried out
  - (d) Ongoing process or cycle
- iii. Supervisors can ensure that employees are satisfied with their performance appraisals by ensuring that employees: **1**
- (a) Have the opportunity to present their ideas and feelings.
  - (b) Have a helpful and constructive supervisor conduct the interview.
  - (c) Do not feel threatened during the interview.
  - (d) All of these
- iv. Effectiveness of an appraisal system depends upon: **1**
- (a) The degree of clarity of roles
  - (b) The level of organizational commitment
  - (c) The degree of honesty in the answers of the appraisal system
  - (d) The structure, design and method of appraisal system

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- v. Which of the following statements about performance management systems is not true? **1**  
 (a) Recommendations are prescriptive and suggest one best way.  
 (b) They cause stress for employees.  
 (c) They improve organizational performance in the long-term.  
 (d) They encourage a short-term view among managers.
- vi. Managers following a traditional performance appraisal system will typically meet with employees on a \_\_\_\_\_ basis. **1**  
 (a) Daily (b) Weekly (c) Monthly (d) Yearly
- vii. Performance management combines performance appraisal with \_\_\_\_\_ to ensure that employee performance is supportive of corporate goals. **1**  
 (a) Goal setting (b) Training  
 (c) Incentive systems (d) All of these
- viii. Competency/ Competencies is/are: **1**  
 (a) Expertise (b) Knowledge  
 (c) Traits (d) All of these
- ix. Total compensation/reward consists of \_\_\_\_\_. **1**  
 (a) Skills (b) Abilities  
 (c) Knowledge (d) All of these
- x. Fringe benefit(s) is/are: **1**  
 (a) Salary / wage (b) Company car  
 (c) Stock option (d) None of these
- Q.2 i. Give definition of performance management. **2**  
 ii. What are the key elements of performance management? Describe. **3**  
 iii. Give five points of difference between performance appraisal and performance management. **5**
- OR iv. Explain the steps involved in designing performance management system. **5**
- Q.3 i. Define performance management process. **2**  
 ii. Explain performance planning. And also write the key objectives of performance planning. **8**
- OR iii. Explain the concept of performance counselling & the performance counselling skills of a HR Manager. **8**

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- Q.4 i. Why is performance coaching required? Explain. **3**  
 ii. Discuss the International aspects of Performance Management System (PMS). **7**
- OR iii. What do you understand by e-PMS? Also discuss its importance. **7**
- Q.5 i. Explain the meaning and the significance of competency. **4**  
 ii. Write in brief about the competency analysis and competency mapping. **6**
- OR iii. Explain the tools to identify the competency of employees. **6**
- Q.6 Attempt any two:  
 i. Define compensation and its four components. **5**  
 ii. Explain the types of Fringe benefits applicable to employees. **5**  
 iii. Illustrate points of primary difference between reward and incentive. **5**

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