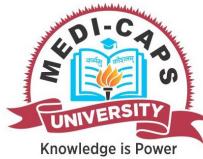


Enrollment No.....



Faculty of Management Studies  
End Sem Examination Dec 2024  
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.

	Marks	BL	PO	CO	PSO
Q.1 i. The primary purpose of performance management is _____.	<b>1</b>	2	4	1	
(a) To evaluate employee satisfaction					
(b) To enhance employee performance and development					
(c) To determine salary increase					
(d) To enforce company policies					
ii. The main benefit of providing regular feedback to employees is:	<b>1</b>	4	4	2	
(a) To foster continuous improvement and engagement					
(b) To create conflict among team members					
(c) To Reduce effective communication					
(d) To increase workload					
iii. During a performance counselling session, the following technique is useful for encouraging employee engagement:	<b>1</b>	2	5	2	
(a) Lecturing the employee					
(b) Asking open-ended questions					
(c) Ignoring the employee's input					
(d) Focusing only on metrics					

	[2]		[3]
iv. The following is NOT typically included in a performance plan:	<b>1</b> 1    8    2	x. _____ are variable rewards granted to employees according to variations in their performance.	<b>1</b> 2    4    5
(a) Employee development opportunities		(a) Remuneration	
(b) Specific performance metrics		(b) Incentives	
(c) Personal grievances		(c) Fringe benefits	
(d) Goals for the upcoming period		(d) All of these	
v. The key component of effective coaching is:	<b>1</b> 1    9    2	Q.2 i. Explain the concept of performance management.	<b>2</b> 1    4    1
(a) Giving feedback only at the end of a project		ii. Describe various elements of performance management.	<b>3</b> 1    4    1
(b) Establishing a trusting relationship		iii. Describe various methods of performance appraisal.	<b>5</b> 1    4    1
(c) Focusing solely on performance metrics		OR iv. How to develop a performance management system.	<b>5</b> 3    4    1
(d) Limiting communication			
vi. The best mentor can be described as:	<b>1</b> 2    9    2	Q.3 i. Define performance planning.	<b>2</b> 2    8    2
(a) A direct supervisor		ii. Explain process and documentation of performance appraisal.	<b>8</b> 1    2    2
(b) An experienced individual who offers advice and support		OR iii. Describe various principles and skills of performance counselling.	<b>8</b> 1    2    3
(c) A peer with the same level of experience			
(d) A person who manages projects		Q.4 i. Define the term “competency development”.	<b>3</b> 1    3    4
vii. The following is NOT a typical outcome of conducting a competency analysis:	<b>1</b> 1    5    4	ii. Describe various performance system trends.	<b>7</b> 1    6    4
(a) Improved hiring processes		OR iii. What are various ethical perspectives in performance appraisal?	<b>7</b> 1    4    4
(b) Increased employee engagement			
(c) Identification of training needs		Q.5 i. Explain the concept of competency analysis.	<b>4</b> 1    3    4
(d) Decreased employee productivity		ii. Describe the need development and assessment of competency models.	<b>6</b> 2    3    4
viii. The following is a benefit of competency mapping:	<b>1</b> 2    5    4	OR iii. Describe various tools to identify the competency of employees.	<b>6</b> 1    3    4
(a) Reducing the number of employees			
(b) Enhancing employee engagement and development		Q.6 Attempt any two:	
(c) Minimizing training costs		i. Define compensation and its types.	<b>5</b> 1    4    5
(d) Standardizing job titles across the organization		ii. Explain wage and salary administration.	<b>5</b> 1    4    5
ix. Fringe benefits are:	<b>1</b> 1    4    2	iii. Describe various regulatory bodies for compensation management.	<b>5</b> 1    2    5
(a) Base salary			
(b) Additional perks provided to employees beyond their regular salary			
(c) Bonuses based on performance			
(d) None of these			

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### Marking Scheme

<b>MS3EH04 (T) Performance &amp; Compensation Management (T)</b>				
Q.1	i) (b) To enhance employee performance and development ii) (a) To foster continuous improvement and engagement iii) (b) Asking open-ended questions iv) (c) Personal grievances v) (b) Establishing a trusting relationship vi) (b) An experienced individual who offers advice and support vii) (d) Decreased employee productivity viii) (b) Enhancing employee engagement and development ix) (b) Additional perks provided to employees beyond their regular salary x) (b) Incentives	1 1 1 1 1 1 1 1 1 1	Q.4 i. Define the term “Competency Development”. ii. Describe various Performance System Trends. Performance System Trends - 7 Marks OR iii. What are various Ethical Perspectives in Performance Appraisal? Ethical Perspectives in Performance Appraisal - 7 Marks	3 7 7
Q.2	i. Explain the Concept of Performance Management. ii. Describe various Elements of Performance Management. Elements of Performance Management - 3 Marks iii. Describe various Methods of Performance Appraisal. Each Method of Performance Appraisal (1*5= 5 Marks) OR iv. How to develop a Performance Management system.	2 3 5 5	Q.5 i. Explain the concept of Competency Analysis. ii. Describe the Need Development and Assessment of Competency Models. Need Development of Competency Models. - 3 Marks Assessment of Competency Models - 3 Marks OR iii. Describe various tools to identify the Competency of Employees. Each tool to identify the Competency of Employees carries 1 Mark - (1*6 = 6 Marks)	4 6 6
Q.3	i. Define Performance Planning. ii. Explain Process and Documentation of Performance Appraisal. Process of Performance Appraisal - 4 Marks Documentation of Performance Appraisal - 4 Marks OR iii. Describe various Principles and skills of Performance Counselling. Principles of Performance Counselling. - 4 Marks Skills of Performance Counselling. - 4 Marks	2 8 8	Q.6 Attempt any two: i. Define Compensation and its Types. Compensation Definition - 2 Marks Compensation Types. - 3 Marks ii. Explain Wage and Salary Administration. iii. Describe various Regulatory Bodies for Compensation Management. Each Regulatory Body for Compensation Management carries 1 Mark - (1*5= 5 Marks)	5 5 5
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