

Enrollment No.....



Faculty of Management Studies  
End Sem (Odd) Examination Dec-2022  
MS5EH01 Performance Management

Programme: MBA

Branch/Specialisation: Management /  
HR

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.

- Q.1 i. \_\_\_\_\_ is an objective assessment of an individual's performance against well-defined benchmarks. **1**  
(a) Performance appraisal  
(b) HR planning  
(c) Information for goal identification  
(d) None of these
- ii. Which of the following is an alternate term used for performance appraisal? **1**  
(a) Quality and quantity of output  
(b) Job knowledge  
(c) Employee assessment  
(d) None of these
- iii. This steps of performance appraisal process find out the deviation occurred in actual performance- **1**  
(a) Fixing standards  
(b) Measuring actual performance  
(c) Communication of standard employee  
(d) Discuss appraisal with employee
- iv. Which of these options is one of the non – analytical methods of job evaluation? **1**  
(a) Job – grading method  
(b) Point ranking method  
(c) Factor comparison method  
(d) None of these

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- v. Employee personnel rating is the evaluation of appraisal of the relative worth to the company of a man's service on his- **1**  
 (a) Job  
 (b) Promotion  
 (c) Human resource planning  
 (d) Direction
- vi. Human resource can be thought of as "the total knowledge, skill, creative abilities, talents and attitudes of an organisation's work force as well as the value attitudes and beliefs of the individuals involved." Who gave this statement? **1**  
 (a) Leon C. Megginson (b) Merton  
 (c) Philip Koteler (d) D. Philopho
- vii. The technique that have been used to evaluate an employee in comparison with other employees- **1**  
 (a) Ranking (b) Forced choice  
 (c) Essay evaluation (d) Critical incident technique
- viii. The following technique is used to evaluate an employee individually: **1**  
 (a) Graphic scale rating (b) Ranking  
 (c) Paired comparison (d) Forced distribution
- ix. Which is the biggest challenge faced while conducting performance appraisal? **1**  
 (a) Evaluating performance of self – managed teams  
 (b) Presence of a formal appeal process  
 (c) Appraisals based on traits are to be avoided  
 (d) None of these
- x. Which of these options are the activities that constitute the core of performance management? **1**  
 (a) Performance interview  
 (b) Archiving performance data  
 (c) Use of appraisal data  
 (d) All of these

- Q.2 i. What are the characteristics of an ideal performance management system? **2**

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- ii. What happened if performance management system is poorly implemented? **3**
- iii. Explain the role and dimension of performance management systems in organisation. **5**
- OR iv. How HRM is Linked with performance management? **5**
- Q.3 i. Difference between performance and potential management. **2**  
 ii. Explain in brief the determinants of performance approaches to measure performance. **8**
- OR iii. Explain in detail about an effective performance management system and its strategies. **8**
- Q.4 i. Discuss the theory of goal setting in performance management. **3**  
 ii. Explain the components of performance paining. **7**
- OR iii. Explain in brief the steps involve in performance paining. **7**
- Q.5 i. Define performance management system and its process. **4**  
 ii. Discuss the role of mentoring and coaching in performance review. **6**
- OR iii. Explain the factor affecting performance management. Also discuss the errors in appraisals. **6**
- Q.6 Attempt any two:  
 i. Discuss the purpose and challenges of team performance management. **5**  
 ii. What are the pitfalls of implementation of traditional practices in the industry? **5**  
 iii. Explain the factors which affect the implementation of performance management. **5**

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**Marking Scheme**  
**MS5EH01 Performance Management**

Q.1	i)	.....is an objective assessment of an individual's performance against well-defined benchmarks. a) Performance Appraisal	<b>1</b>
	ii)	Which of the following is an alternate term used for performance appraisal? c) Employee assessment	<b>1</b>
	iii)	This Steps of Performance Appraisal process find out the deviation occurred in actual performance. d) Discuss Appraisal with employee	<b>1</b>
	iv)	Which of these options is one of the non – analytical methods of <u>job evaluation</u> a) Job – grading method	<b>1</b>
	v)	Employee Personnel rating is the evaluation of appraisal of the relative worth to the company of a man's service on his a) Job	<b>1</b>
	vi)	Human resource can be thought of as "the total knowledge, skill, creative abilities, talents and attitudes of an organisation's work force as well as the value attitudes and beliefs of the individuals involved." Who gave this statement? a) Leon C. Megginson	<b>1</b>
	vii)	The technique that have been used to evaluate an employee in comparison with other employees a) Ranking	<b>1</b>
	viii)	The following technique is used to evaluate an employee individually. a) Graphic scale rating	<b>1</b>
	ix)	Which is the biggest challenge faced while conducting <u>performance appraisal</u> ? a) Graphic scale rating	<b>1</b>
	x)	Which of these options are the activities that constitute the core of <u>performance management</u> ? d) All of the above	<b>1</b>

Q.2	i.	Content of Performance Appraisal.	<b>2</b>
	ii.	Poor Implementation of Performance Appraisal	<b>3</b>
	iii.	Role (2 Marks) and Dimensions of Performance Management(3 marks)	<b>5</b>
OR	iv.	HRM and its impact on Performance Management.	<b>5</b>
Q.3	i.	Performance Appraisal (1 Marks) Potential Appraisal ( 1 marks)	<b>2</b>
	ii.	Determinants of Performance Approaches (4 Marks) Measurement of Performance(4 marks)	<b>8</b>
OR	iii.	Effective performance management system and its strategies	<b>8</b>
Q.4	i.	theory of Goal Setting	<b>3</b>
	ii.	Components of Performance	<b>7</b>
OR	iii.	steps involve in Performance Paining	<b>7</b>
Q.5	i.	Define Performance Management System( 2 marks) Process Performance Management System( 2 marks)	<b>4</b>
	ii.	role of Mentoring in Performance Review?(3 marks) and Coaching in Performance Review(3 marks)	<b>6</b>
OR	iii.	factor affecting Performance Management(3 marks) errors in Appraisals(3 marks)	<b>6</b>
		the process involve in Analysis of Performance of Employee	<b>6</b>
Q.6			
	i.	the purpose Team Performance Management (2 marks) the Challenges of Team Performance Management (3 marks)	<b>5</b>
	ii.	pitfalls of Implementation of Traditional Practices in the Industry.	<b>5</b>
	iii.	factors which affect the implementation of Performance Management	<b>5</b>

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