

MBA III Semester Regular Examinations January 2016

PERFORMANCE MANAGEMENT

(For students admitted in 2014 only)

Time: 3 hours

Max. Marks: 60

All questions carry equal marks

SECTION - A

Answer the following: (05 X 10 = 50 Marks)

- 1 Distinguish the performance appraisal and performance evaluation.
OR
- 2 Define the factors influences the appraisal system.
- 3 Define the merits and demerits of mentoring.
OR
- 4 Critically evaluate role of review meetings in current appraisal scenario.
- 5 How coaching helps for performance improvement? Explain.
OR
- 6 Briefly define the steps involved in counseling process.
- 7 Briefly explain the merits and demerits of 360⁰ appraisal system.
OR
- 8 Explain the balance score card.
- 9 Briefly explain the significance of learning approaches.
OR
- 10 Define the characteristics of learning in organization. How it helps the organizational development?

SECTION – B

(Compulsory Question)

01 X 10 = 10 Marks

11 **Case study:**

This case took place at a very polite and collegial educational institution in South Asia, there was performance management system in place and very politely almost everyone was rated good or not excellent. Change came when they decided to incorporate anonymous multi-rater feedback in performance appraisal. One department head got terrible scores. The person was given a chance to improve but a year later appraisal was equally bad.

Questions:

- (a) What action to be taken by an organization?
- (b) What are the measures can be adopted during the second chance of an employee?
- (c) Define the effective measures for appraisal.
