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Total Number of Pages: 02

Course: MBA/MBAP

Sub Code: 18MBA304C/18PTMBA503C

3<sup>rd</sup> / 5<sup>th</sup> Semester Regular/Back Examination: 2024-25

SUBJECT: Performance Management System

BRANCH(S): MBA, FM&HRM, LSCM, RM, BA, FM, GM, HRM, IB, MM, MBA(PT)

Time: 3 Hours

Max Marks: 100

Q.Code: R328

Answer Question No.1 (Part-1) which is compulsory, any eight from Part-II and any two from Part-III.

The figures in the right-hand margin indicate marks.

**Part-I**

**Q1 Answer the following questions: (2 x 10)**

- a) How recognition is an important incentive?
- b) How non-financial rewards have long term impact?
- c) What is the use of team bonuses?
- d) What do you mean by high performance culture?
- e) Write a short note on performance feedback.
- f) How MBO works?
- g) Differentiate between proactive and reactive performance management.
- h) What do you mean by organization performance assessment?
- i) How benchmarking works in performance management?
- j) What is the purpose of performance assessment for training department?

**Part-II**

**Q2 Only Focused-Short Answer Type Questions- (Answer Any Eight out of Twelve) (6 x 8)**

- a) Explain the prerequisites of performance assessment.
- b) How communications determine the success of performance management?
- c) Performance standards inevitable for success. Analyze.
- d) What are the performance indicators useful for sustainable organization?
- e) How competency management is helpful at all levels of an organization?
- f) Explain customized reward aligned with performance management.
- g) "Management of performance is more crucial and wide reach than assessment." Comment.
- h) "Balance score card method assesses the performance of an entire organization." Elaborate.
- i) How assessment center works?
- j) Potential appraisal is the basis of career development. Comment.

- k) Discuss the use of 360- and 720-degree feedback.
- l) Discuss how performance management helps both organization and employees to excel continuously.

**Part-III**

**Only Long Answer Type Questions (Answer Any Two out of Four)**

- Q3** Elucidate different individual and team pay for performance plans with suitable example. **(16)**
- Q4** How internal and external barriers affect performance management in an organization? Explain the measures to curb these barriers. **(16)**
- Q5** How potential mapping is done effectively? Discuss the benefits for individuals and organization. **(16)**
- Q6** Discuss the effective strategies of performance management in any service sector organization with a suitable example. **(16)**