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Roll No.

CC-386

M.B.A. EXAMINATION, May 2018

(Fourth Semester)

(Main & Re-appear)

PERFORMANCE MANAGEMENT

HRM09

Time : 3 Hours]

[Maximum Marks : 70

Before answering the question-paper candidates should ensure that they have been supplied to correct and complete question-paper. No complaint, in this regard, will be entertained after the examination.

Note : Attempt *Five* questions in all, selecting at least *one* question from each Unit. All questions carry equal marks.

(2-49/15) M-CC-386

P.T.O.

Unit I

1. What is Performance Management ? Discuss the contributions of performance management in organizational excellence.
2. “Managing of employees is easier said than done. Is it true ? Discuss the dangers in realizing performance management in reality.

Unit II

3. What do you understand by the term “Performance” ? Discuss the dimensions of performance in organizational context.
4. “What gets measured, Gets done.” Explain the performance measurement approaches in organizational context.

Unit III

5. What is performance appraisal ? Explain the steps involved in the performance appraisal process.

6. What is balance score card ? How does it work in organisations to maintain performance ?

Unit IV

7. Define, what is reward in the context of performance management and how it is different from a reward system that is not performance centric ?
8. State the procedure for conducting 360° appraisal.