

No. of Printed Pages : 03

Roll No.

CC-386

M.B.A. EXAMINATION, May 2017

(Fourth Semester)

(Main & Re-appear)

HRM-09

PERFORMANCE MANAGEMENT

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.

(1-15/38)M-CC-386

P.T.O.

Unit I

1. What is Performance Management ? What are the basic issues that a good performance management system should address ? In what ways does performance management play its role in all HR activities ?
2. Discuss in detail the performance management process. Bring out the importance of continuous feedback as an inherent and critical part of performance management process.

Unit II

3. How performance management system can be effectively implemented in the organisation ? Explain.
4. What is performance measurement ? Explain the various performance measurement approach.

Unit III

5. Discuss the most popular performance appraisal method being use in Indian Industries.

6. Write short notes on the following :

- (a) The role of the appraiser
- (b) Raters errors.

Unit IV

7. How can performance counseling be made effective ?
8. Discuss the concept of 360° (degree) feedback as a development tool. Also, mention the precautions which should be taken while introducing 360° feedback appraisal system.