

Question Paper Code : 1718

M.B.A. (H.R.& I.R.) Examination, 2018

(Semester-IV)

[Fourth Paper]

PERFORMANCE MANAGEMENT

Time : Three Hours]

[Maximum Marks : 70

Note : Answer **five** questions in **all**. **Question No. 1** is **compulsory**. Besides this, attempt **one** question of 10 marks from each Unit.

1. Write short notes on the following : [3x10 = 30]
- (a) Elements of effective performance management
 - (b) PMS
 - (c) Halo and Horn effect in appraisal
 - (d) Balanced score card
 - (e) Merits and demerits of MBO
 - (f) Potential appraisal
 - (g) Common pitfalls of performance appraisal

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(1)

[P.T.O.]

- (h) Types of controlling
- (i) Performance Management Indicators
- (j) Functions of HR professional in performance evaluation

UNIT-I

2. What is performance management ? Why has there been a move from performance appraisal to performance management ? Enlist characteristics of performance management. [10]
3. Define ethical performance management. State the objective and significance of ethical performance management. [10]

UNIT-II

4. What are the methods of performance appraisal ? Which method in your opinion is useful in today's context ? Justify your answer with suitable examples from Indian Industry. [10]
5. Discuss the model of assessment of leadership Rating. [10]

UNIT-III

6. What is competency mapping ? Discuss the methods of competency mapping. Design a competency mapping process for hotel industry. [10]
7. Enlist the general rating factors which are required for performance appraisal. [10]

UNIT-IV

8. "Controlling attempt to prevent failure by providing the means to monitor the performance of individuals." Discuss. Also explain the process of controlling. [10]
9. Discuss the characteristic of effective control. How controlling affect the behaviour of individual. [10]

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