

THIRD SEMESTER M.B.A. DEGREE EXAMINATION, DECEMBER 2018**(CUCSS)****M.B.A.**

Specialisation : Human Resource Management
BUS 3EH 02—PERFORMANCE MANAGEMENT
(2016 Admissions)

Time : Three Hours**Maximum : 36 Weightage****Part A**

Answer all the questions.
Each question carries 1 weightage.

1. What is organizational culture ?
2. What is competency mapping ?
3. What is the role of leadership skills and motivation while working in team ?
4. How do rewards affect performance ?
5. What do you mean by Performance Management ?
6. Write short note on Business Ethics.

(6 × 1 = 6 weightage)**Part B**

Answer any four of the following questions.
Each question carries 3 weightage.

7. What is the role of feedback management for performance improvement ?
8. What do you mean by organizational performance ?
9. What is a performance standard ? Explain briefly how performance standards are set ?
10. Evaluate the Model of Performance Management System.
11. Explain the difference in relationship orientation and task orientation.
12. What is the link of stress in performance management ?

(4 × 3 = 12 weightage)**Part C**

Answer any three questions.
Each question carries 4 weightage.

13. What are the important components of an effective performance management system ?
14. How important the organization's role in facilitating employee's performance ?

Turn over

15. Explain different types of team.
16. Write in detail on process of thinking with suitable illustration.
17. Explain briefly the critical success factors analysis for managerial performance.

(3 × 4 = 12 weightage)

Part D

Answer the following question which carries 6 weightage.

18. A senior executive, middle aged was expecting promotion for the past 4 years, which is due for him as he is with the organisation from its inception. The performance appraisal methods are changing every year, as HR manager is highly curious and adventurous in testing many new methods. The middle aged executive cannot cope up with the up-gradation of software related to performance appraisals. He is sincere in his job, not very high performing or low. He accomplishes his targets and have been loyal to the organization.

When every time his promotion is denied based on performance rankings and his juniors move up the later, he felt cheated and victimized. He curse and loath the system of performance appraisals and recently, his behaviour is changing on the negative side, not co-operating with his supervisors (once juniors), absenteeism increasing and performance still going low. Answer the questions :

- (a) What is the major issue in this case ?
- (b) Is the performance evaluation system in the company is good or bad ? Who is responsible for this issue ?

(1 × 6 = 6 weightage)