

(7 pages)

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M.B.A. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2022.

Third Semester

Business Administration

Elective – PERFORMANCE MANAGEMENT

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. An effective performance management system seeks to align with the goals, values and initiatives of the organization
 - (a) Organization culture
 - (b) Employee contributions
 - (c) Corporate strategies
 - (d) Compensation

2. The key to an effective performance appraisal is to have a
 - (a) Well-defined form
 - (b) Three-tier rating system
 - (c) Two-way discussion
 - (d) Bars method to evaluate performance
3. Which of the following is most likely to determine the ultimate success of a performance management system?
 - (a) Management commitment
 - (b) Employee commitment
 - (c) Organization culture
 - (d) Nonmonetary rewards
4. When the ratings are collected from supervisors, customers and peers, it is considered as
 - (a) 350-degree feedback
 - (b) 320-degree feedback
 - (c) 360-degree feedback
 - (d) 380-degree feedback

Page 2

Code No. : 5664



5. Maintaining the employee's performance, enhancing individual competencies to make them more productive for the organization, facilitate in which of the functions?
- (a) Performance assessment
 - (b) Performance review
 - (c) Performance planning
 - (d) Performance monitoring
6. Willingness, capacity and opportunity to perform are said to be
- (a) Performance outcomes
 - (b) Determinants of performance
 - (c) Performance appraisals
 - (d) Types of performance standards
7. Having a successful performance management system requires
- (a) A long-term commitment
 - (b) Increasing the company salary budget
 - (c) Employees who like to work independently
 - (d) Reducing the time managers spend in meetings

8. Rewards offered to labours involved in production, are categorized as
- (a) Salary
 - (b) Fringe benefits
 - (c) Wage
 - (d) Commission
9. A performance action plan could best be described as a
- (a) Replacement for developing S.M.A.R.T goals
 - (b) Mentoring tool that develops new skill sets
 - (c) Commitment by an employee to improve performance
 - (d) Strategy to increase employee training and development
10. Find out from the following that enables supervisors to oversee the amount of computerized data an employee is processing each day
- (a) Computerized performance appraisal system
 - (b) Online management assessment centre
 - (c) Digitized high-performance work center
 - (d) Electronic performance monitoring system



PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) Explain the reasons behind the move from performance appraisal to performance management.

Or

- (b) List the key challenges to performance management.

12. (a) Write short note on performance assessment.

Or

- (b) Discuss the importance of coaching in performance management.

13. (a) Describe Balanced score card system.

Or

- (b) Identify the common rating errors in performance management system.

14. (a) Write the concept of competency analysis.

Or

- (b) Elaborate the elements of reward system.

Page 5 Code No. : 5664

15. (a) Why do different organization have different performance management system?

Or

- (b) Explain the strategies for effective implementation of performance management system.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b)

Each answer should not exceed 600 words.

16. (a) Discuss the philosophy behind the performance management.

Or

- (b) Analyse the concept, need and scope for performance management as system in organization.

17. (a) Highlight the characteristics of an ideal performance management system.

Or

- (b) Outline 360 Degree Performance Appraisal Process.

Page 6 Code No. : 5664



18. (a) Illustrate the stages of the performance management cycle.

Or

- (b) Identify different approaches to performance management.

19. (a) Elucidate the process of managing employees' team performance.

Or

- (b) Organizations can reward employees in several ways. Summarize types of rewards that employees can receive.

20. (a) Enumerate the basic features and performance evaluation parameters of service organizations.

Or

- (b) Examine the problems associated with over emphasis on performance management in today's corporate world.

