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Code No: BA1929

GEC-R14

MBA IV Semester Regular Examinations, June 2016

PERFORMANCE MANAGEMENT

(Master of Business Administration)

Time: 3 Hours

Max. Marks: 60

Note: Answer All Sections of Questions

All Questions from **SECTION-A** are to be answered at one place.

SECTION-A

6 × 2 = 12M

1. Define Performance Audit.
2. What is Goal setting?
3. What is Electronic Performance Management System?
4. What is Upward appraisal system?
5. Explain the concept of MBO?
6. What is Role Efficiency?

SECTION-B

3 × 12 = 36M

1. a) Discuss the significance of Performance Management.
(OR)
b) Explain barriers to Performance planning?
2. a) What are various HR challenges in the process of Performance Management?
(OR)
b) What is 720 degree performance evaluation system and explain its significance?
3. a) What is Counselling and explain the various steps involved?
(OR)
b) What is Monitoring and explain the process of monitoring?

SECTION-C

1 × 12 = 12M

CASE STUDY

As the production supervisor for a company, Allen was generally well regarded by most of his subordinates. Allen was an easygoing individual who tried to help his employees in any way he could. If a worker needed a small loan until payday, he would dig into his pocket with no questions asked. Should an employee need some time off to attend to a personal problem, Allen would not block the individual's pay rather, he would take up the slack himself until the worker returned. Everything had been going smoothly, at least until the last performance appraisal period. One of Allen's workers, Bill, had been experiencing a large number of personal problems for the past year. Bill's wife had been sick much of the time and her medical expenses were high. Bill's son had a speech impediment and the doctors had recommended a special clinic. Bill, who had already borrowed the limit the bank would loan, he had become upset and despondent over his general circumstances. When it was time for Bill's annual performance appraisal, Allen decided he was going to do as much as possible to help him. Although Bill could not be considered more than an average worker, Allen rated him outstanding in virtually every category. Because the firm's compensation system was heavily tied to performance appraisal, Bill would be eligible for a merit increase of 10% in addition to a regular cost of living raise. Allen explained to Bill why he was giving him such ratings, and Bill acknowledged that his performance had really been no better than average. Bill was very grateful and expressed this to Allen. As Bill left the office, he was excitedly looking forward to telling his friends about what a wonderful boss he had. Seeing Bill smile as he left gave Allen a warm feeling.

Questions:

- a) From company standpoint, what difficulties might Allen's performance appraisal practices create?
- b) What can Allen do now to diminish the negative impact of his evaluation of Bill?
