

# P P SAVANI UNIVERSITY

Third Semester of MBA Examination  
December 2022

SLMB8420 Performance Management (Minor)

26.12.2022, Monday

Time: 09:00 a.m. To 11:30 a.m.

Maximum Marks: 60

## Instructions:

1. The question paper comprises of two sections.
2. Section I and II must be attempted in separate answer sheets.
3. Make suitable assumptions and draw neat figures wherever required.

### SECTION - I

Q - 1	Attempt the Following (Any Five)	[05]	CO	BTL
(i)	High performance results from effective use of knowledge, ..... and competencies.		1	4
(ii)	Performance means both ..... and ..... a) behavior and result      b) skill and attitude c) evaluation and result      d) none of the above		1	4
(iii)	Fundamental purpose of performance management is to align individual and ..... objectives. a) Customer    b) Organizational    c) Leaders    d) managers		1	4
(iv)	..... is when key result areas and competence requirements are agreed. a) Role definition      b) Development plan c) Improvement plan    d) None of the above		1	4
(v)	Performance should be regarded as an integral part of the ..... process of management. (continuing/ one time)		1	4
(vi)	The key measures are likely to include those concerned with: a) Financial performance    b) Operational performance c) People performance      d) All of the above		1	4
(vii)	Coaching is a personal (usually one-to-one) on-the-job approach to helping people develop their skills and levels of competence. (True/ False)		1	5
Q - 2 (a)	Define Performance Management System.	[05]	1	4
Q - 2 (b)	Differentiate between performance appraisal and performance management system.	[05]	2	5

### OR

Q - 2 (a)	What are the concerns of performance management?	[05]	2	4
Q - 2 (b)	How performance management is a psychological contract?	[05]	1	6
Q - 3 (a)	Explain in brief the performance management cycle.	[05]	1	4
Q - 3 (b)	What are the main performance management activities?	[05]	2	3

### OR

Q - 3 (a)	What is necessary to develop a role profile?	[05]	1	5
Q - 3 (b)	Classify output and outcome measures.	[05]	2	6
Q - 4	Attempt any ONE.	[05]		
(i)	What are the issues concerning performance reviews?		2	4
(ii)	How can reviews be used as communication channel?		1	4

### SECTION - II

Q - 1	Attempt the Following (Any Five)	[05]		
(i)	The main problem that arises in conducting performance review is identifying performance measures and criteria for evaluating performance. (True/ False)		2	4

(ii)	..... is a process in which individuals review their own performance, using a structured approach, as the basis for discussions with their managers in review meetings. a) Ranking b) Peer review c) Self-assessment d) None	2	4
(iii)	Using constructive criticism rather than attaching blame, management can reduce defensive behaviour. (True/ False)	2	4
(iv)	Terms, 'exceptional', 'acceptable', 'not fully acceptable' comes under ..... level scales a) One b) Two c) Three d) Four	2	4
(v)	A narrative assessment is simply a written summary of views about the level of performance achieved. (True/False)	2	5
(vi)	.....set out how the organization intends to achieve its mission. a) Value statements      b) Moral Statements c) Mission Statement    d) None	2	4
(vii)	Groups of managers meet to review the pattern of each other's ratings and challenge unusual decisions or distributions is called as ..... (peer review/ dyadic review)	2	4
Q - 2 (a)	What are the characteristics of Performance Management System?	[05]	2 5
Q - 2 (b)	Write short notes on performance management.	[05]	1 4
<b>OR</b>			
Q - 2 (a)	Write short notes on performance planning.	[05]	1 4
Q - 2 (b)	What is performance agreement?	[05]	2 5
Q - 3 (a)	Why it is important to update objectives and work plans?	[05]	1 5
Q - 3 (b)	What are the sources of difficulty in conducting performance reviews?	[05]	2 4
<b>OR</b>			
Q - 3 (a)	What are the objectives behind performance reviews?	[05]	2 5
Q - 3 (b)	Write a short note on self-assessment.	[05]	1 4
Q - 4	<b>Attempt any ONE.</b>	[05]	
(i)	What are the methods of assessment?		2 2
(ii)	Briefly explain the 'rating scales'.		2 4

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CO : Course Outcome Number      BTL : Blooms Taxonomy Level

Level of Bloom's Revised Taxonomy in Assessment

1: Remember	2: Understand	3: Apply
4: Analyze	5: Evaluate	6: Create