

19. (a) Write brief note on client feedback.

Or

- (b) Explain the role of the rating committee in performance appraisal.
20. (a) What is Paired Comparison and Alternate Force Distribution method and discuss them with suitable example.

Or

- (b) What are the dos and don'ts of Performance appraisal? Explain,

PART C — ($3 \times 10 = 30$)

Answer any THREE questions.

21. Explain in detail about the in performance management.
22. Explain the process of performance management and the needs of an organization.
23. Discuss in detail the barriers to performance planning in organizations.
24. Explain the process and the concept of implementing the appraisal system in organizations.
25. What are the characteristics of an effective appraisal system? Explain in detail.

S.No. 9016

P 22 MBA 3 EH 2

(For candidates admitted from 2022–2023 onwards)

M.B.A. DEGREE EXAMINATION, NOVEMBER 2023.

Business Administration – Elective

PERFORMANCE MANAGEMENT

Time : Three hours

Maximum : 75 marks

PART A — (20 marks)

Answer ALL questions.

- I. (A) Multiple choice questions. ($5 \times 1 = 5$)
1. Appraisal of an employee by the supervisor, self, peers, subordinates and customers is termed as _____
- (a) team appraisal
 - (b) balanced scorecard method
 - (c) 360-degree appraisal
 - (d) critical incident method
2. _____ are the rules of pattern and behaviour that are expected from all team members.
- (a) Norms
 - (b) Policies
 - (c) Procedures
 - (d) Role
3. 360-degree feedback involves appraisals by
- (a) Line managers
 - (b) Subordinates
 - (c) Supervisors
 - (d) Superiors

4. A person's ability to perform a specific job means.
 - (a) Interest test
 - (b) Proficiency test
 - (c) Psycho-motor or skill test
 - (d) Aptitude test
5. Identify the retirement benefit from the Organization
 - (a) Wages
 - (b) Bonus
 - (c) Incentive
 - (d) Gratuity
- (B) Fill in the blanks. $(5 \times 1 = 5)$
6. The degree of attachment of the members to their group is known as _____
7. When Expectation about a person's role in the group contradicts one another, it becomes _____ conflict.
8. Failure to report work is called _____.
9. Group effectiveness has two dimensions: _____ and QWL.
10. Performance management should be a _____ process.
- II. Answer ALL questions. $(5 \times 2 = 10)$
11. Write the concept of a Performance management system.
12. What are the various purpose of performance appraisal?
13. What is the role of immediate supervisor?

14. Define Customer Feedback system.
15. What do you mean by developing performance?

PART B — $(5 \times 5 = 25)$

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

16. (a) Define Performance Management and explain its needs in an organization.

Or

- (b) What are the challenges to performance management to organizations in today's business scenario?

17. (a) Describe the corporate strategy and its linkage in the performance management process.

Or

- (b) Elucidate "Rewarding and recognition of performance of Employees improves their performance".

18. (a) What are all the steps involved in developing format and tools in performance management administration? Explain briefly.

Or

- (b) Explain briefly the role of the HR department in performance management administration.