

Code: 17BA3T6HA

## **II MBA - I Semester-Regular Examinations – November 2018**

### **PERFORMANCE MANAGEMENT**

Duration: 3 hours

Max. Marks: 60

#### **SECTION - A**

**1. Answer the following:**

**5 x 2 = 10 M**

- a) Meaning and definition of performance management.
- b) Describe about forced distribution method of appraisal.
- c) Enumerate the benefits of competency mapping.
- d) Define counseling. Elucidate its importance.
- e) What is the difference between a team and group?

#### **SECTION – B**

**Answer the following:**

**5 x 8 = 40 M**

2. a) What are the issues and challenges in HR audit? Explain in detail.

(OR)

- b) Examine the linkage of performance management system with human resource management.

3. a) Define and Describe about performance management planning process.

(OR)

b) Illustrate the linkage between strategic management and Performance Management.

4. a) Why competency based management is needed for modern organizations?

(OR)

b) What are the HR challenges to performance management?

5. a) Explain about the objectives and principles of performance monitoring.

(OR)

b) Describe the importance of coaching in managing employee performance.

6. a) Discuss the process of formation of high performance teams.

(OR)

b) Describe the importance of team oriented organizations.

## **SECTION-C**

### **7. Case Study**

**1x10=10 Marks**

Samson Electronics Ltd., is a public limited company engaged in the business of manufacturing giant antennas. This company employs around 900 engineers across the country. All of them are highly qualified and knowledge driven. The reward system of

Samson is considered best. This reward system has all the virtues of an ideal system and comprises of monetary, non-monetary reward and indirect monetary reward system. In fact 'Samson Champion' is a non-monetary reward that is given annually to the best performing engineer and is considered as one of the best recognitions in the country. Many organisations in the electronics industry follow the principles and practices of Samson reward system. Recently, an independent agency carried out a survey on 1000 organisations covering wide range of human resource management practices and found Samson's reward system as number one. Rakesh Malhotra, CEO of the company one day thought about using this best practice of reward to institutionalize performance culture in the organization. However, he is not quite clear as to how to go about it and what actions are to be taken for this. Therefore, he decided to hire services of a reward expert to advise and also to oversee the implementation of performance management institutionalization using existing reward practice.

1. Explain how and what a manager hired for this company must do to realize the task of capitalizing on reward system for institutionalization of performance.
2. Device an action plan If you were hired as an expert to advise the CEO.