

Code No: **21BA3T6HA****II MBA - I Semester Regular Examinations  
FEBRUARY -2023****PERFORMANCE MANAGEMENT**

Duration: 3 Hours

Max. Marks: 70

- Note: 1. This question paper contains three Parts-A, Part-B and Part-C.  
2. Part-A contains 8 short answer questions. Answer any **Five** Questions.  
Each Question carries 2 Marks.  
3. Part-B contains 5 essay questions with an internal choice from each unit.  
Each Question carries 10 marks.  
4. Part-C contains one Case Study for 10 Marks.  
5. All parts of Question paper must be answered in one place

BL – Blooms Level

CO – Course Outcome

**PART - A**

		BL	CO
1. a)	List the concerns of performance management.	L1	CO1
1. b)	Assess the importance of performance planning.	L2	CO2
1. c)	What are the HR challenges?	L2	CO3
1. d)	What is Build monitoring process?	L2	CO4
1. e)	What are performance management skills?	L2	CO5
1. f)	List the 7sins of HR professionals.	L1	CO1
1. g)	Infer appraisal system design.	L2	CO3
1. h)	How to Assess the role efficiency?	L2	CO4

## PART – B

			BL	CO	Max. Marks
<u>UNIT – I</u>					
2.	a)	Define the term ‘Performance Management’ and explain its scope.	L2	CO1	5 M
	b)	Examine the historical developments in performance management.	L2	CO1	5 M
OR					
3.	a)	Define performance management. Explain the steps involved in performance management process.	L2	CO1	5 M
	b)	Illustrate the performance management cycle.	L3	CO1	5 M
<u>UNIT – II</u>					
4.	a)	Explain the barriers to performance planning in organizations.	L2	CO2	5 M
	b)	Examine the approaches of performance planning.	L2	CO2	5 M
OR					
5.	a)	What do you mean by competency mapping? Explain the methods of competency mapping in detail.	L2	CO2	5 M
	b)	Interpret the planning process.	L2	CO2	5 M
<u>UNIT-III</u>					
6.	a)	Define performance management system. What are the constituents of performance management system?	L2	CO3	5 M

	b)	Explain the concept and phases of performance management system.	L2	CO3	5 M
OR					
7.	a)	Explain the process of performance appraisal. What are the benefits of performance appraisal?	L2	CO3	5 M
	b)	Explain the objectives and functions of performance management system.	L2	CO3	5 M
<u>UNIT – IV</u>					
8.	a)	Discuss the process of performance monitoring.	L3	CO4	5 M
	b)	Determine and explain the considerations for performance monitoring.	L2	CO4	5 M
OR					
9.	a)	Analyze engendering trust and role efficiency.	L4	CO4	5 M
	b)	Compare the differences between coaching, counseling and mentoring.	L4	CO4	5 M
<u>UNIT – V</u>					
10.	a)	Determine building and leading high performing teams.	L3	CO5	5 M
	b)	Elaborate the operational change through performance management.	L3	CO5	5 M
OR					
11.	a)	Predict developing and leading high performing teams.	L3	CO5	5 M
	b)	Explain team oriented organizations.	L2	CO5	5 M

## PART –C

		BL	CO	Max. Marks
12.	<p>Heather works in the training department of a large information technology (IT) organization. She is in charge of designing and delivering interpersonal skills training, including communication skills, networking, and new manager training classes. Heather has excellent knowledge of how to design training class. She incorporates behavioral modeling and practice into all of her classes. She has also conducted research on what good communication consists of, how to network, and what new managers need to know to be successful. However, individuals who attend Heather’s training classes often give her low ratings, stating that she has a hard time answering specific questions in classes, and that she does not seem approachable after the classes when individuals want to ask questions.</p> <p>Questions:</p> <p>a) You are Heather’s manager. In your opinion, what is causing Heather’s poor performance?</p> <p>b) Is it due to a deficiency in declarative knowledge or procedural knowledge?</p> <p>c) What can be done to remedy the performance problem?</p>	L3	CO3	10 M