

**M.A. DEGREE EXAMINATION, APRIL 2020**  
**I Year II Semester**  
**Performance Management**

**Time : 3 Hours**

**Max.marks :75**

**Section A** ( $10 \times 2 = 20$ ) Marks

Answer any **TEN** questions

1. Define performance management.
2. List out the aim of performance management system.
3. Give any two characteristics of an ideal performance management system.
4. What is balance score card?
5. How do you diagnose the causes of poor performance.
6. Bring out the objectives of staff appraisals.
7. What are the problems in performance appraisals?
8. What is Halo error?
9. Define Reward System.
10. What is performance review meeting?
11. What is mentoring?
12. Write a short note on E-Performance.

**Section B** ( $5 \times 5 = 25$ ) Marks

Answer any **FIVE** questions

13. Discuss the dangers of poorly implemented performance management system.
14. Write a short note on performance dimensions.
15. What is performance appraisal interview?
16. Explain the types of rewards.
17. Explain the challenges in performance monitoring.
18. Illustrate the biases in performance appraisal.
19. Explain the coaching process.

**Section C** ( $3 \times 10 = 30$ ) Marks**PART - A - Case Study - Compulsory Question**

20. A senior executive, middle aged was expecting promotion for the past four years, which is due for him as he is with the organization from its inception. The performance appraisal methods are changing every year, as HR manager is highly curious and adventurous in testing many new methods. The middle aged executive cannot cope up with the up gradation of software related to performance appraisal. He is sincere in his job, not very high performing or low. He accomplishes his targets and have been loyal to the organization.

When every time his promotion his denied based on performance rankings and his juniors move up the later, he felt cheated and victimized. He curse and loath the system of performance appraisals and recently, his behaviour is changing on the negative side, not cooperating with his superiors (once juniors), absenteeism increasing and performance still going low.

Questions:

- A. What is the major issue in this case? (2 Marks)
- B. If the performance evaluation system in the company not good? (3 Marks)
- C. Who is responsible for the poor performance of the executive? (5 Marks)

**PART - B**

Answer any **TWO** questions

- 21. Write a detailed note on performance management process.
- 22. State and explain the approaches to measuring performance.
- 23. Why are so many companies using 360 degree feedback system? What are the benefits of such a system?
- 24. Describe the challenges in performance monitoring.

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