

MBHR 3002/GN 3002/
MBLG 3002

M.B.A. DEGREE EXAMINATION,
DECEMBER 2014/JANUARY 2015.

Third Semester

Human Resource Management

PERFORMANCE MANAGEMENT

(2012 – 13 Batch onwards)

Time : Three hours

Maximum : 100 marks

PART A — (5 × 6 = 30 marks)

Answer any FIVE questions.

1. What is meant by Performance Management and explain its principles.
2. Explain in detail the organization's role in facilitating employee's performance.
3. Explain the different types of Stress.
4. Write short note on : Competency Mapping.
5. Explain different types of organizational structures.

6. Explain the Maslow's Theory of Hierarchy of Needs.
7. Explain the objectives and advantages of Performance Appraisal.
8. Write short note on : Business Ethics.

PART B — (5 × 10 = 50 marks)

Answer any FIVE questions.

9. Briefly explains the characteristics of performance management.
10. Critically evaluate the Model of Performance Management System.
11. In what way measures to improve performance and decrease stress.
12. Explain different types of Team.
13. Explain briefly the various contemporary practices in HRM.
14. Discuss the strategies of the organization and performance management system.
15. Discuss the different forms of Performance Appraisal.
16. Briefly discuss the stages of human life and duties to each stage of life.

17. Case Study (Compulsory question)

PART C — (1 × 20 = 20 marks)

A senior executive, middle aged was expecting promotion for the past 4 years, which is due for him as he is with the organisation 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 softwares related to performance appraisals. He is sincere in his job, not very high performing or low. He accomplishes his targets and have been loyal to the organisation.

When every time his promotion is 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.

Answer the questions :

- (a) What is the major issue in this case?
- (b) Is the performance evaluation system in the company not good?
- (c) Who is responsible for the poor performance of the executive?