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MBAS 561

Fourth Semester MBA Degree Examination, October 2021

(Regular and Repeater)

Business Administration

PERFORMANCE MANAGEMENT

Time : 3 Hours

Max. Marks : 70

PART – A

Note : Answer to the questions should **not** exceed **six** pages. **(1×15=15)**

1. Critically examine the essence and implications of performance management in business organizations.

PART – B

Note : Answer **any five** questions. **Each** question carries **eight** marks. Answer to **each** question should **not** exceed **five** pages. **(5×8=40)**

2. Distinguish between Performance Appraisal and Performance Management.
3. What are the challenges in implementing performance management process ?
4. How does performance management help in resolving contingencies in the job ?
5. What are the objectives and principles of monitoring ?
6. Discuss the process of judgement Vs process of analysis in annual stocktaking.
7. Outline the principles to be followed in designing an efficient appraisal system.
8. What are the features of High performance teams ?
9. Briefly explain the role of leadership in organizational effectiveness.

P.T.O.



PART- C

(Compulsory)

Note : Answer to the questions should **not** exceed **six** pages.

(1×15=15)

10. The major vendors of hosted online performance appraisal systems include Knowledge Point, Soft cape, Performa Works and SuccessFactors.com. These applications can vary in price depending upon the number of employees and degree of functionality desired. However, a price of around \$100,000 is typical for a mid-sized firm. The electronic approach offers savings in time and labor. A traditional (paper-based) approach to performance appraisal has been estimated to cost \$1,500 per employee with some of the sources of this cost being time spent (1) creating goals and objectives, (2) conducting reviews, (3) designing, printing, copying, filing and distributing appraisal forms, (4) training supervisors to conduct appraisals, and (5) dealing with post-appraisal appeals and grievances. An electronic approach might eliminate the costs of designing, printing, and so on, but the approach may not influence the other sources of cost.

Questions :

Do you think the costs of the online performance appraisal systems are worth it ? Why ? Consider expected costs and benefits to provide a rationale for your answer.