

Fourth Semester MBA Examination, September 2024

Business Administration

MBAS 561: Performance Management

Time: 3 Hours

Max. Marks: 70

Section-A

Note: Answer to each question should not exceed 6 pages.

(1 x 15= 15)

1. Describe the benefits of automation in employee performance management.

Section-B

Note: Answer any Five questions. Each Question carries 8 marks. Answer to each question should not exceed 4 pages.

(5 x 8= 40)

2. Explain the process managing performance.
3. How to creating a performance development plan? Explain.
4. Bring out and explain the principles of monitoring.
5. Describe the need for annual stock taking performance.
6. Explain the purpose of appraising.
7. What are the performance management skills? Explain.
8. How to build and develop high performing teams? Explain.

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Section-C

(Compulsory)

(1 x 15 =15)

Note: Answer to each question should not exceed 6 pages.

9. Scottrade Inc.'s (Scottrade) Performance Management and Rewards systems highlights how the firm delivered superior performance and took care of its employees even in the turbulent environment that had gripped the entire financial services industry. The firm had given good performance and industry observers felt that its performance management and reward system was responsible for this.

The performance management system at Scottrade adopted a top-down approach: senior officers set the objectives for the entire organization. Employee reviews were done depending on the specific category of the job. This was further complemented by the training programs, which had an important role to play in the performance management and reward effort. A unique internship program at Scottrade was instrumental in meeting the manpower requirements necessitated by its growing at a rapid pace. Overall, the firm was able to build a strong culture of learning and talent creation in the organization.

Scottrade since its inception differentiated itself with low commissions and efficient customer service. It had become a special place to work and operated like one big family, with no history of layoffs. The firm, having made a mark for itself as a brokerage, was planning to move into banking services. It wanted to deploy its

performance management and training systems for developing employees that could competently handle its banking operations as well.

Questions:

- a. Describe the issues and challenges in talent management - especially with regard to performance management and reward systems.
- b. Appreciate the linkage between performance management and training and development and reward systems
- c. Explore ways in which the performance management and training program can be made more effective for meeting the future requirements of the firm.

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