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Question Paper Code: CMB407

MBA III Semester End Examinations (Regular) - January, 2018

Regulation: -R16

Performance Management

(MASTER OF BUSINESS MANAGEMENT)

Time: 3 Hours

Max Marks: 70

Answer ONE Question from each Unit

All Questions Carry Equal Marks

All parts of the question must be answered in one place only

## UNIT – I

1. (a) Discuss the different stages involved in performance management process. [7M]  
(b) Describe the disadvantages of poorly managed performance management system from the perspective of organization, manager and employee. [7M]
2. (a) Write seven characteristics of a good vision statement. [7M]  
(b) Bring out the alignment of strategic plan with performance. [7M]

## UNIT – II

3. (a) Describe paired comparison and relative percentile method of measurement. [7M]  
(b) Design a BARS rating questionnaire for the job of a college instructor. [7M]
4. (a) Discuss any seven unintentional rating errors. [7M]  
(b) Describe the major components of an ideal appraisal form. [7M]

## UNIT – III

5. (a) Describe the contents of developmental plan. [7M]  
(b) Discuss the advantages of 360-degree feedback systems. [7M]
6. (a) Andrea is a manager of a small retail store of 5 employees. One day she was impressed by the way one of her employee Tim completed the customer sale. What should Andrea do to convey her feedback to Tim, which should be effective? [7M]  
(b) Explain the objectives of development plan designed for the employees. [7M]

**UNIT – IV**

7. (a) Explain how contingent plan of reward system is different from traditional plan? [7M]  
(b) Discuss the compensable factors of point method of job evaluation. [7M]
8. (a) Describe the characteristics of an organization and employees in legally sound PM systems. [7M]  
(b) Discuss the various types of rewards an organization can design. [7M]

**UNIT – V**

9. (a) Explain the different types of coaching styles. [7M]  
(b) Discuss the Lancaster model of managerial competencies. [7M]
10. (a) Cello Hospital has been growing in size as it offers quality, prompt-caring services to the patients. Dr. Aniruddh, the administrator is a person with good medical knowledge but lacks knowledge and skills involved in human resources management.  
The hospital has large quantities of medicine, equipment, spare parts of important machines installed in the hospital. As usual, the hospital has employed a "storekeeper" with no previous experience of hospital stores. Mr. Surendra the storekeeper was working earlier in an engineering firm and had sufficient knowledge of such stores. Mr. Surendra reports to the purchase executive whose job is to order requisite materials for requirements of the entire hospital.  
Dr. Aniruddh has been receiving various complaints from the staff and doctors of non-availability of medicines, drugs, spares of equipment and other consumables required in the hospital having 500 beds. Since the hospital so far did not employ a qualified personnel manager, the administrators are not aware of the job analysis procedures, nor do they have job description and job specification of any of the jobs being performed. [7M]  
i. How would you conduct job analysis?  
ii. Write down the job description and job specification of a storekeeper's job.
- (b) Write short notes on Six Sigma in performance management. [7M]