

R15

[5+5]

Code No: 723AK

a) Mentoring

JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY HYDERABAD MBA III Semester Examinations, April/May-2019 PERFORMANCE MANAGEMENT

Time: 3hours Max.Marks:75 **Note:** This question paper contains two parts A and B. Part A is compulsory which carries 25 marks. Answer all questions in Part A. Part B consists of 5 Units. Answer any one full question from each unit. Each question carries 10 marks and may have a, b, c as sub questions. PART - A 5×5 Marks = 25 1.a) Define Reward System and explain the characteristics of a Reward system. [5] Explain different Dimensions of Performance. [5] b) Discuss the role of Supervisors in developing the performing abilities of employees? c) [5] Explain the concept of performance linked pay. d) [5] Discuss the concept of benchmarking in total quality management? [5] e) PART - B $5 \times 10 \text{ Marks} = 50$ 2. Discuss the Link between the Performance Management and Strategic Plan? [10] 3. Explain the various steps involved in Performance Management in detail? [10] Discuss different Approaches for Measuring Performance of Employees? 4.a) Explain the Objectives for Measuring Results with its Accountability? b) [5+5]OR 5. Explain the process of implementing a performance Management System in detail?[10] Discuss the Implementation of 360 degree feedback system in a banking sector? 6. OR 7.a) Define Coaching and explain Principles for implementing Successful Coaching. b) Explain different steps involved in coaching process. [5+5]Define Teams and explain importance of developing the teams in the organisation? 8.a) Explain the Legal issues affecting the Performance Management? [5+5]b) Explain the Purposes and Challenges of Team in Performance Management? 9.a) What are the Characteristics of Legally Sound Performance Management Systems?[5+5] b) 10. Explain the following concepts in detail b) Balance Score card a) Six Sigma [5+5]OR 11. Give brief answers to the following concepts:

b) Job Analysis