

R15

**Code No: 723AK**

**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]
- b) Explain different Dimensions of Performance. [5]
- c) Discuss the role of Supervisors in developing the performing abilities of employees? [5]
- d) Explain the concept of performance linked pay. [5]
- e) Discuss the concept of benchmarking in total quality management? [5]

**PART - B**

**5 × 10 Marks = 50**

2. Discuss the Link between the Performance Management and Strategic Plan? [10]  
**OR**
3. Explain the various steps involved in Performance Management in detail? [10]
- 4.a) Discuss different Approaches for Measuring Performance of Employees?  
b) Explain the Objectives for Measuring Results with its Accountability? [5+5]  
**OR**
5. Explain the process of implementing a performance Management System in detail?[10]
6. Discuss the Implementation of 360 degree feedback system in a banking sector? [10]  
**OR**
- 7.a) Define Coaching and explain Principles for implementing Successful Coaching.  
b) Explain different steps involved in coaching process. [5+5]
- 8.a) Define Teams and explain importance of developing the teams in the organisation?  
b) Explain the Legal issues affecting the Performance Management? [5+5]  
**OR**
- 9.a) Explain the Purposes and Challenges of Team in Performance Management?  
b) What are the Characteristics of Legally Sound Performance Management Systems?[5+5]
10. Explain the following concepts in detail  
a) Six Sigma b) Balance Score card [5+5]  
**OR**
11. Give brief answers to the following concepts:  
a) Mentoring b) Job Analysis [5+5]

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