

Code: 9E00306c

MBA III Semester Supplementary Examinations July 2015

PERFORMANCE MANAGEMENT

(For students admitted in 2011, 2012 and 2013 only)

Time: 3 hours

Max Marks: 60

Answer any FIVE questions

All questions carry equal marks

- 1 List and discuss the possible dangers of a poorly implemented performance management system.
- 2 (a) List the six recommended steps for conducting productive performance reviews.
(b) Briefly discuss the advantages of mentoring.
- 3 (a) Performance consists of both task and contextual dimensions. Please define each type of performance and explain whether companies should focus on task performance, contextual performance or a combination of both.
(b) What are the problems with peer evaluations?
- 4 (a) To understand successful coaching, what are the guiding principles you need to understand? Discuss with suitable illustrations.
(b) Describe the steps of the coaching process.
- 5 (a) List the characteristics of a good 360 degree feedback system.
(b) What are the advantages and disadvantages of using peers as raters?
- 6 Describe steps that organizations can take to ensure that actions intended as rewards are actually perceived as rewards.
- 7 What issues need to be considered when creating a developmental plan for a team?
- 8 There are several ways an organization can ensure actions intended to be rewards are actually seen as rewards. Please list and describe five of the eight recommendations from the reading.
