

Code No. 9112

FACULTY OF MANAGEMENT
MBA IV – Semester Examination, May /June 2017

Subject: Performance Management**Course No. 4.5.1(HRM)**
(Elective - IV – HRM)**Time: 3 Hours****Max. Marks: 80****Note: Answer all the questions.****PART – A (10x2 = 20 Marks)****[Short Answer Type]****1 Write short notes on the following:**

- a) Cycle of performance Management
- b) KPAs
- c) Role Play
- d) Causal matrix
- e) EFQM Excellence model
- f) PM pathways analysis
- g) Cafeteria benefit plan
- h) Competency mapping
- i) Smart pyramid
- j) Gilbert's performance matrix

PART – B (5x12 = 60 Marks)**[Essay Answer Type]**

- 2 a) Define Performance Management and explain its scope, importance, and advantages.

OR

- b) Explain behaviour and results approaches to measuring performance.

- 3 a) Explain the significance of performance appraisal and highlight the role of psychometric tests.

OR

- b) Describe the process of
i) Self appraisal and ii) 360 Degree appraisal in detail

- 4 a) Describe the human information processing and explain the performance shaping factors.

OR

- b) What is bench marking? Explain the process and benefits of bench marking.

- 5 a) Explain the process of competency mapping and describe Mercer's Human Capital Wheel.

OR

- b) Discuss the
i) McBer Generic Managerial Competency Model and
ii) Competency causal flow Model.

- 6 a) Explain Performance Measures Pyramid and state the steps in designing metrics.

OR

- b) Explain Direction of trouble shooting Behaviour model and Mager and Pipes model.
