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**PRESIDENCY UNIVERSITY**

**Bengaluru**

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| **End - Term Examinations – JANUARY 2025** |
| **Date:** 16 01- 2025 **Time:** 09:30 am – 12:30 pm |

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| **School:** SOM (UG) | **Program:** BBA (HR) | |
| **Course Code:** BBA3019 | **Course Name:** Performance Management | |
| **Semester**: V | **Max Marks**:100 | **Weightage**:50% |

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| **CO - Levels** | **CO1** | **CO2** | **CO3** | **CO4** | **CO5** |
| **Marks** | **11** | **11** | **26** | **26** | **26** |

**Instructions:**

1. *Read all questions carefully and answer accordingly.*
2. *Do not write anything on the question paper other than roll number.*

**Part A**

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| **Answer ALL the Questions. Each question carries 2 marks. (10Q x 2M = 20M)** | **Bloom's Level** | **CO** |

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| **1** | Define performance management system. | **2 Marks** | **Remember** | **CO1** |
| **2** | What is the importance of performance appraisal? | **2 Marks** | **Remember** | **CO1** |
| **3** | Enlist steps in Performance appraisal planning. | **2 Marks** | **Remember** | **CO2** |
| **4** | Enlist the errors in performance appraisal. | **2 Marks** | **Remember** | **CO2** |
| **5** | Define halo effect and horn effect with example. | **2 Marks** | **Remember** | **CO3** |
| **6** | **What is the primary purpose of Performance Management?** | **2 Marks** | **Remember** | **CO3** |
| **7** | Identify two reasons why HR professionals are more concerned with the code of ethics in performance management. | **2 Marks** | **Remember** | **CO4** |
| **8** | Find two key principles of ethical performance management. | **2 Marks** | **Remember** | **CO4** |
| **9** | HR professionals are considered as a strategic partner to organizations. What should be the role of HR professional as a strategic partner? | **2 Marks** | **Remember** | **CO5** |
| **10** | What are the key steps for building and leading a high-performance team? | **2 Marks** | **Remember** | **CO5** |

**Part B**

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| **Answer ALL the Questions. Each question carries 7 marks. (5Q x 7M = 35M)** | | | | **Bloom's Level** | **CO** |
| **11** |  | “Performance management should be a continuous process”. In light of this statement, Illustrate the features of a good performance management system. | **7 Marks** | **Understand** | **CO2** |
|  | **Or** | | | | |
| **12** |  | “A performance plan establishes the development researcher’s essential job tasks, responsibilities, and critical performance objectives that need to be achieved or performed during the performance period.” Explain. | **7 Marks** | **Understand** | **CO2** |

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| **13** |  | Explain the importance of critical incident method and graphic rating scale of performance appraisal. | **7 Marks** | **Understand** | **CO3** |
|  | **Or** | | | | |
| **14** |  | Do you think that performance management system is more successful in large organizations in comparison to the smaller one? Interpret. | **7 Marks** | **Understand** | **CO3** |

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| **15** |  | “The performance monitoring plays an important role in the success of performance management system.” Explain. | **7 Marks** | **Understand** | **CO4** |
|  | **Or** | | | | |
| **16** |  | Outline the significance of performance monitoring in achieving the organizational goals. | **7 Marks** | **Understand** | **CO4** |

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| **17** |  | Building a strong performance culture facilitates the organizations in improving the performance and  financial results of the organization. Illustrate with some industrial examples to support the statement. | **7 Marks** | **Understand** | **CO5** |
|  | **Or** | | | | |
| **18** |  | Briefly explain how does a leader take their group and turn them in to a high performing team. | **7 Marks** | **Understand** | **CO5** |

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| **19** |  | Explain the problems associated with over emphasis on performance management in today’s corporate world? | **7 Marks** | **Understand** | **CO1** |
|  | **Or** | | | | |
| **20** |  | Design the process of performance managing for a management consultancy firm. | **7 Marks** | **Understand** | **CO1** |

**Part C**

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| **Answer Any THREE Questions. Each question carries 15 marks. (3Q x 15M = 45M)** | **Bloom's Level** | **CO** |

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| **21** | ‘Performance managing aids the achievement of performance planning. Critically examine this statement. | **15 Marks** | **Apply** | **CO3** |
| **22** | Design a performance planning process for your organization. | **15 Marks** | **Apply** | **CO3** |
| **23** | “Mentoring is a dynamic and reciprocal relationship in a work environment between a manager (mentor) and an employee (protege) aimed at promoting the career development of both.” Discuss | **15 Marks** | **Apply** | **CO4** |
| **24** | Briefly explain about key steps for building and leading a high-performance team. | **15 Marks** | **Apply** | **CO5** |

**\*\*\*\*\* BEST WISHES \*\*\*\*\***