



PRESIDENCY UNIVERSITY

BENGALURU

Roll No.																			
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End - Term Examinations - December 2025

Date: 17 - 12- 2025

Time: 01:00pm - 04:00pm

School: SOC / SOM (UG)	Program: BBA		
Course Code :BBA3085	Course Name: Performance Management		
Semester: V	Max Marks:100	Weightage:50%	

CO - Levels	C01	C02	C03	C04
Marks	26	26	26	22

Instructions:

- (i) Read all questions carefully and answer accordingly.
- (ii) Do not write anything on the question paper other than roll number.

Part A

Answer ALL the Questions. Each question carries 2marks.

10Q x 2M=20M

1.	Define <i>Performance Appraisal</i> and mention its primary purpose.	2 Marks	L1	C01
2.	Describe any two principles that ensure effective Performance Management.	2 Marks	L1	C01
3.	List any two characteristics of a well-structured Performance Management process.	2 Marks	L1	C02
4.	Explain what is meant by SMART goals in Performance Management.	2 Marks	L2	C02
5.	What is leniency bias?	2 Marks	L1	C02
6.	What are the problems in Severity Bias in HRM?	2 Marks	L1	C02
7.	What is the difference between Halo effect and Horn effect?	2 Marks	L1	C03
8.	What is BARS method of performance appraisal?	2 Marks	L1	C03
9.	List any two challenges organizations may face during change implementation.	2 Marks	L1	C04
10.	Give an example of how Performance Management System (PMS) data can show the effect of a new technology on employee efficiency.	2 Marks	L3	C04

Part B

Answer ALL the Questions. Each question carries 7 marks.

5Q x 7M = 35M

11.	What are the main objectives of Performance Management that aim to support individual and organizational success?	07 Marks	L1	CO1
Or				
12.	What are the main components and functions of a Performance Management System (PMS)?	07 Marks	L1	CO1
Or				
13.	Explain the main barriers that affect effective performance planning in large organizations.	07 Marks	L2	CO2
Or				
14.	Describe the concept of potential appraisal and how it helps a team leader identify employees suitable for future leadership roles.	07 Marks	L2	CO2
Or				
15.	Describe key performance monitoring and counselling methods for improving team performance.	07 Marks	L2	CO3
Or				
16.	Discuss how performance counselling can be used to enhance an employee's job performance.	07 Marks	L3	CO3
Or				
17.	An employee's performance is declining due to personal issues. Apply performance counselling skills to guide the manager on how to handle the situation effectively.	07 Marks	L3	CO3
Or				
18.	Explain the principles of performance counselling and how they help in improving employee motivation and productivity.	07 Marks	L3	CO3
Or				
19.	Explain how performance management can be used to operationalize organizational change and improve employee engagement.	07 Marks	L3	CO4
Or				
20.	Explain the role of performance management in building and leading high-performance teams. Give examples of techniques a manager can use to enhance team performance.	07 Marks	L3	CO4

Part C

Answer any three Questions. Each question carries 15marks

3Q x 15M=45M

21.	Describe how a Competency-Based Performance Management System helps align employee skills with organizational goals and outline some common challenges faced during its implementation.	15 Marks	L2	C01
22.	A company has high employee turnover in its customer service team. Describe how competency mapping can help in reducing employee turnover?	15 Marks	L2	C02
23.	Cause: A manager ignores the principles of performance counselling. Effect: Employee motivation and job performance decline. Explain the relationship between counselling principles and employee outcomes.	15 Marks	L3	C03
24.	What are the types of bottlenecks in an organization? Explain the steps in managing the bottleneck with a suitable example.	15 Marks	L2	C04
25.	“Define performance management. List any two key components and two objectives of a Performance Management System.	15 Marks	L1	C01