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PRESIDENCY UNIVERSITY

Presidency University Act, 2013 of the Karnataka Act No. 41 of 2013 | Established under Section 2(f) of UGC Act, 1956
Approved by AICTE, New Delhi | Approved By BCI
Bengaluru

Even Semester Mid Term, March 2026

Date: 14/03/2026

Time: 02:00 PM - 03:30 PM

Course Code: MBA3067

Course Name: Performance Management

Semester: Fourth Semester

Max. Marks: 50

Weightage: 50%

CO - Levels	CO1	CO2
Marks	47	23

Part A: Answer Following Questions. 15 M

Qn.No	Questions	M	CO	BT
1	A manufacturing company conducts only annual confidential reports. Apply the concept of performance management and suggest two changes to shift towards a continuous performance management system.	3	CO1	BT3
2	An employee meets targets but creates conflict within the team. Apply the concept of performance to determine whether the employee is performing effectively.	3	CO1	BT3
3	A sales executive has clear goals but lacks proper training and tools. Choose any two reasons for low performance from the various factors affecting performance in this case.	3	CO1	BT3
4	An organization introduces goal setting, mid-year review, final evaluation, and development planning. Apply the performance management process to arrange these steps in the right sequence with justification.	3	CO1	BT3
5	A team leader notices repeated delays by a team member. Predict three actions the leader should take before conducting a formal review meeting based on SBI guidelines for providing feedback.	3	CO2	BT3

Part B: Answer Any 1 Following Questions. 10 M

Qn.No	Questions	M	CO	BT
6	A growing retail company still uses traditional appraisal forms once a year and the employees feel disconnected from organizational goals.	10	CO1	BT3

	Determine a suitable system for this company based on the concept of evolution from performance appraisal to performance management.			
7	A mid-sized IT company sets annual targets but does not review progress until the end of the year. Employees feel confused about expectations and growth opportunities. Prepare a structured system to improve clarity, monitoring, and development support in the company based on the performance management process.	10	CO1	BT3

Part C: Answer Any 1 Following Questions. 10 M

Qn.No	Questions	M	CO	BT
8	A service company is facing declining customer satisfaction and employee productivity. Management wants measurable improvement within six months. Prepare a performance management approach based on suitable organizational performance measures such as KPI, Balanced Scorecard or dashboards.	10	CO2	BT3
9	A logistics firm notices that some employees consistently underperform despite clear KRAs being mentioned in the performance form. Team morale is also declining as a result. Apply appropriate methods, such as feedback guidelines, coaching, and formal performance review meetings, to manage underperformance effectively.	10	CO2	BT3

Part D: Answer Following Questions. 15 M

Qn.No	Questions	M	CO	BT
10	<p>Case Study: Moving Beyond Annual Appraisal</p> <p>BrightTech Pvt. Ltd. conducts annual performance appraisal based only on target achievement. Managers complete forms at year-end with minimal discussion. Employees feel feedback is delayed and development support is missing. In the recent past, productivity has reduced, and high performers have been leaving the company. The HR Head proposes introducing continuous goal setting, periodic reviews, and development-focused discussions. Some managers resist the change, stating that the old appraisal system is sufficient.</p> <p>Questions</p> <p>Determine how the proposed system can improve employee motivation and retention based on the objectives of the performance management. [5 marks]</p> <p>Predict three possible reasons for declining productivity in BrightTech based on factors affecting performance. [5 marks]</p>	15	CO1	BT3

Prepare the structured steps BrightTech should implement to shift from performance appraisal to performance management based on the performance management process. [5 marks]			
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