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**PRESIDENCY UNIVERSITY
BENGALURU**

SET B

**SCHOOL OF MANAGEMENT
END TERM EXAMINATION - JAN 2024**

Semester : Semester V - 2021

Course Code : BBA3019

Course Name : Performance Management

Program : BBA

Date : 11-JAN-2024

Time : 1:00 PM - 4:00 PM

Max Marks : 100

Weightage : 50%

Instructions:

- (i) Read all questions carefully and answer accordingly.
- (ii) Question paper consists of 3 parts.
- (iii) Scientific and non-programmable calculator are permitted.
- (iv) Do not write any information on the question paper other than Roll Number.

PART A

ANSWER ALL THE QUESTIONS

5 X 2M = 10M

1. Functions of performance management is a tedious process. Describe the statement with two examples
(CO1) [Knowledge]
2. There are a number of factors which causes the failure of an organizational performance system. Define organizational fears under the bottle necks of the Performance management system
(CO2) [Knowledge]
3. Operational changes are always difficult, but especially during a time when change seems so constant. Define Operationalizing Change through Performance Management
(CO3) [Knowledge]
4. Every organization faces an hinderance in performance planning. Define organizational barriers in performance planning.
(CO4) [Knowledge]
5. Performance management is a pre-planned process in which the primary elements are agreement, measurement and feedback. Outline any two characteristics of performance management system
(CO3,CO5) [Knowledge]

PART B

ANSWER ALL THE QUESTIONS

5 X 10M = 50M

6. Every job has different responsibilities and tasks, so the metrics used to measure employee performance will ultimately depend on the type of business the company and employees operate in. Explain the importance of performance monitoring under the performance appraisal system.
(CO2) [Comprehension]

7. A high-performance team is a group of individuals working together in harmony to achieve what others might think of as the impossible. Discuss the five important factors that creating high performance working environment?
(CO2) [Comprehension]
8. "MBO is a tool that is inextricably connected with team building so that the work commitment of team members can be increased and their desire to excel in performance can be inspired." Discuss.
(CO4) [Comprehension]
9. "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." Discuss.
(CO4) [Comprehension]
10. Organizational performance management system faces setbacks in the implementation stage of its culture . Describe lack of performance-oriented culture under the performance management system.
(CO5) [Comprehension]

PART C

ANSWER ALL THE QUESTIONS

2 X 20M = 40M

11. 1. Enron. Wells Fargo. Volkswagen. It's hard for good, ethical people to imagine how these meltdowns could possibly happen. We assume it's only the Ken Lays and Bernie Madoffs of the world who will cheat people. But what about the ordinary engineers, managers, and employees who designed cars to cheat automotive pollution controls or set up bank accounts without customers' permission? We tell ourselves that we would never do those things. And, in truth, most of us won't cook the books, steal from customers, or take that bribe.
1. Discover the importance of ethics in performance management by giving few examples of common ethical practice in organizations that should establish in the workplace .
2. Illustrate the four key principles of ethical performance management with respect to the above scenario .
(CO2) [Application]
12. "Performance management should be a continuous process". In this context, discuss the features of a good performance management system.
(CO3) [Application]