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**Presidency University**

**Bengaluru**

**SCHOOL OF COMMERCE**

**SUMMER TERM END TERM Examinations, AUG 2024**

**Winter Semester**: 2023 - 24

**Course Code**: BBA3019/BHR109

**Course Name**: PERFORMANCE MANAGEMENT

**Program & Sem**: BBA

**Date**: 05 /08 / 2024

**Time**: 09.30 am-12.30 pm.

**Max Marks**: 100

**Weightage**: 50%

Instructions:

1. *Read the all questions carefully and answer accordingly.*
2. *Question paper consists of three parts.*
3. *Scientific and Non Programable Calculators are Permitted.*
4. *Do not write any information on the question paper other than roll number.*

**Part A**

**Answer any FIVE Questions. (5 Q x 2 M = 10 M)**

1. **What is the primary purpose of Performance Management?**

(C.O.1) (Comprehension)

2. **Which Performance Management type emphasizes ongoing feedback and coaching between managers and employees?** (C.O.2) (Comprehension)  
3. Enlist the steps in process of performance appraisal. (C.O.3) (Knowledge)

4.List three challenges of performance management. (C.O.1) (Knowledge)

5.Define graphic rating scale with diagram. (C.O.4) (Knowledge).

6. Define halo effect and horn effect with example. (C.O.2) (Knowledge)

7.Define performance appraisal . (C.O.3) (Knowledge)

**Part B**

**Answer any FIVE Questions. (5 Q x 10 M = 50 M)**

8.Briefly explain about key steps for building and leading a high-performance team.

(C.O.No.4) [COMPREHENSION]

9.Briefly explain the process of performance planning with one vivid example.

(C.O.No.2) [Comprehension]

10.Discuss the modern methods in performance appraisal. (C.O.No.4) [Comprehension]

### 11. Briefly explain about various objectives and Importance of Performance Management in Organization. (C.O.No.4) [Comprehension]

12. Distinguish between performance management system and performance appraisal system.

(C.O.No.4) [Comprehension]

13“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

(C.O.No.1) [COMPREHENSION]

14. “Performance counselling is the heart of performance management system.” Do you agree?

(C.O.No.2) [COMPREHENSION]

**Part C**

**Answer any TWO Questions. (2 Q x 20 M = 40 M)**

15.Performance Counselling in Hanford Pharmaceuticals Hanford Pharmaceuticals intends to give employees reasonable opportunity to improve their performance as soon as they have been notified that their performance is falling below a satisfactory level. When performance is below a satisfactory level, communication will be through the performance counselling process. Performance counselling is designed to identify performance problems and to recommend action plans for development and correction. Performance counselling offers the employee a fair, objective, and consistent program for development while offering the supervisor an unbiased and expeditious method for communicating expectations and performance standards. Performance counselling is used for performance-related situations that affect productivity, quality, interpersonal relations, and efficiency. The focus of performance counselling is to promote employee success by identifying deficiencies and agreeing on method(s) for improving employee performance to a satisfactory level. Since the performance counselling is intended to be action oriented, every session will include scheduled review dates to monitor the employee’s progress toward success. (C.O.No. 3) [APPLICATION]

A. Performance Counselling is indispensable for performance improvement. Discuss.

B. Throw lights on various objectives of performance counselling

(20 Marks) (C.O.No.2) [Comprehension]

16. What are the problems associated with over emphasis on performance management in today’s corporate world? (20 Marks) (C.O.No.3) [Comprehension]

17. Performance managing aids the achievement of performance planning. Critically examine this statement. (20 Marks) (C.O.No.3) [Comprehension]

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