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SPECIAL DRIVE-DEC./JAN.-2023 M.B.A. DEGREE EXAMINATIONS FOURTH SEMESTER SPECIALIZATION : HUMAN RESOURCE MANAGEMENT Paper - V : PERFORMANCE MANAGEMENT AND COUNSELLING (2016-17 and 2017-18 Admitted Batches)

Time : 3 Hours

Maximum Marks: 75

SECTION-A

I.	Answer any FIVE questions not exceeding one page each.		(5×4=20)
	i)	Concept of Performance.	
	ii)	Objectives of Performance management.	
	iii)	Process of Performance.	

- iv) How do you identify the need.
- v) Assessment centre.
- vi) Goal setting theory.
- vii) Competency mapping
- viii) High performance teams.

SECTION - B

- **II.** Answer ALL questions not exceeding 4 pages each. $(5 \times 8 = 40)$
 - 1) a. Explain different steps involved in Performance management systems.

(**OR**)

- b. Discuss the role and functions of Performance Management.
- 2) a. Describe various factors influencing Performance Analysis.

(**OR**)

- b. What is Appraisal? Write different methods in appraisal system.
- 3) a. Explain the process of improving performance at individual level. What are the constraints to it?

(**OR**)

b. Write the conditions for effective PRC.

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[**P.T.O.**

4) a. What is the role of leadership in developing high performance teams?

(**OR**)

- b. What are the various instruments for employee training and development.
- 5) a. What is 360-degree appraisal and explain its features?

(**OR**)

b. Briefly explain the procedure in Potential Appraisal.

SECTION - C

III. Case Study (Compulsory).

Babul works as an unskilled workman in an automobile workshop. His responsibilities include housekeeping, serving of refreshments, cleaning utensils and other errands. He belongs to low income group and has migrated from a rural area to urban centre for livelihood. He is a daily wager, whose employment is temporary in nature and is paid Rs.100/- per day. Now discuss.

 $(1 \times 15 = 15)$

- i) Immediate motivational need of Babul based on Maslow's hierarchy of needs and Herzberg's two-factor theory.
- ii) Draw a performance management strategy that would help in motivating Babul performs better than his present level of performance.

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