

SUMMER - 2018

M.B.A. (Gen) Sem. IV / M.B.A. (H.R) SEM - IV (2016 Course) C.B.C.S.

SUBJECT: PERFORMANCE MANAGEMENT SYSTEMS

Day : Monday  
Date : 21-05-2018

Time: 2:00 P.M. TO 5:00 P.M.  
Max. Marks: 60.

S-2018-1849

N.B.:

- 1) Attempt any **THREE** questions from Section-I and any **TWO** questions from Section-II.
- 2) Both the sections should be written in **SEPARATE** answer books.
- 3) Figures to the **RIGHT** indicate full marks.

**SECTION-I**

- Q.1** Discuss the need and importance of Performance Management in today's industrial context. (10)
- Q.2** How does the Performance Review process help in developing an individual's performance? (10)
- Q.3** What are the challenges of linking performance and reward in the service sector organization? (10)
- Q.4** What precautions one has to take while setting "Performance Standards"? (10)
- Q.5** Write short notes (**Any Two**) (10)
- (a) Evaluating Performance Management
  - (b) Performance Measures
  - (c) Critical Incident Method
  - (d) Performance Management for Teams

**SECTION-II**

- Q.6** Explain in detail Performance Management System of an organization known to you, which you consider best in the present circumstances. (15)
- Q.7** Discuss various ethical issues encountered in Performance Management. (15)
- Q.8** Develop a Performance Management System for sales representatives of a large scale FMCG company and discuss the methods used by you. (15)

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