

MBLG 3002/
MBGN 3002/HR 3002

M.B.A. DEGREE EXAMINATION, JUNE 2016.

Third Semester

General/HRM

PERFORMANCE MANAGEMENT

Time : Three hours

Maximum : 100 marks

PART A — (5 × 6 = 30 marks)

Answer any FIVE questions.

1. Define the term performance management and its principles.
2. Explain in detail the organization role in facilitating employees performance.
3. What are the measures to improve performance and reduce stress?
4. Write short notes
 - (a) Job analysis (2)
 - (b) Job description (2)
 - (c) Job specification. (2)

5. Explain Maslow's Hierarchy theory.
6. What do you mean by quality life cycle and its advantages?
7. What are the objectives of performance appraisal?
8. Disuses about the spirituality in India.

PART B — (5 × 10 = 50 marks)

Answer any FIVE questions.

9. Explain in detail about the process of performance management system.
10. Discuss about the model of performance management system.
11. Explain the types of stress.
12. Define the team building and its life cycle.
13. Explain about the reward based performance management.
14. What are the practices to promote the morale?
15. Explain the different types of performance appraisal.
16. Explain the specific problems faced by MNCs in performance management systems.

PART C — (1 × 20 = 20 marks)

17. Case Study (Compulsory)

In a BPO, where Mr.Sunil Sharma works with, the employee turnover rate is very high. Employees used to cut jokes on this area of HR instability during their canteen visits and tea breaks. One day, when Sunil came to know that his colleague Ms. Shilpa Sangal is attending an interview in another BPO for a higher designation, he sent her an email through the Office Desktop, wishing her good luck.

Floor manager, who was monitoring the emails of employees, without their knowledge had got the information. Shilpa didn't got that job. But, the Floor Manager, who was considering her name for the place of Floor Team leader, which is a promotion, rejected her name from the list, thinking that she may not be continuing her job in the company.

Question :

The action taken by the floor manager is correct? State the reason for your answer.