

(2 ½ Hours)

Total Marks: 75

- N.B.: (1) All questions are compulsory subject to internal choice.  
 (2) Figures to the right indicate full marks.

Q.1. (A) State whether the following statements are True or False (Any Eight): (8)

1. Performance Management is a flexible process and not a system
2. Performance management does not require any linkage between strategic business objectives and day-to-day actions
3. Performance appraisal process uses top-down assessment approach
4. Performance management & rewards-recognition are not related concepts
5. Performance planning includes setting goals, targets, objectives & standards of performance
6. Performance appraisal is a continuous process
7. Organizational culture drives organizational performance
8. Organizations must reward their employees based on their hierarchical levels
9. Clear performance criteria are necessary to drive employee motivation & commitment to achieve job goals & expectations
10. Potential & Performance – both deal with the past

Q.1. (B) Match the Columns (Any Seven): (7)

A	B
(A) Potential Appraisal	(1) Process of enhancing an employee's future value
(B) Mentoring	(2) Code of Ethics in Performance Management
(C) Career Planning	(3) Supportive Feedback
(D) Professional Development	(4) Mainly the responsibility of H.R. Management
(E) SMART	(5) Emphasis on life-time employment & promotions based on seniority
(F) Performance Monitoring	(6) Motivates individual to perform still better
(G) Process Benchmarking	(7) Feedback Mechanism
(H) Career planning & development	(8) Identifying, learning & adopting outstanding practices
(I) The Japanese Career Model	(9) Dynamic, reciprocal relationship in work environment
(J) Component of Performance Management	(10) Organizational Objectives

- Q.2. (a) Explain in brief the performance management process (08)  
 (b) Briefly explain the performance management cycle (07)

OR

- (c) Explain the concept of Performance Management & explain its characteristics and components (15)

Q.3. (a) What is Performance Benchmarking? Explain the various methods & benefits of setting benchmarks (15)

OR

- (b) Explain Performance Monitoring & its process (08)  
 (c) Discuss High Performance Teams (07)

Q.4. (a) Explain the concept of Potential Appraisal & its steps in detail (15)

OR

(b) Write a note on Principals of Ethical Performance Management (08)

(c) Explain the concept of code of ethics for performance management (07)

Q.5. (a) Explain the various career development models in brief (8)

(b) Explain the role of technology in career planning & development (7)

OR

Q.5. Short Notes (Any three): (15)

1. Performance Related Pay
2. Mentoring
3. Ethical Issues in Performance Management
4. Performance Planning
5. Trait Approach of Performance Appraisal

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