

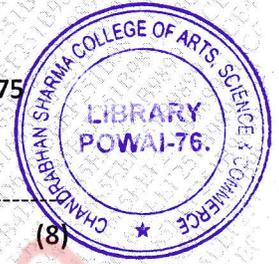
TUBms / sem v / 27.11.18

(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 benchmarking refers to copying the performance of other companies
2. Past few years have shown a marked trend of international & national companies excluding ethical initiatives from their performance evaluation processes
3. A career is all the jobs that are held during one's life.
4. Performance management is a continuous process involving individuals & teams.
5. The Japanese Career Model advocates decision making power, status & compensation to increase as the individual moves up the career pyramid.
6. Performance appraisal can be defined as the informal review & rating of individuals by their manager.
7. Traits identify the physical or psychological characteristics of a person.
8. Monitoring performance means measuring performance & providing feedback to employees.
9. A high performing team consists of individuals who have been put together to work for their own furtherance instead of working individually.
10. The performance evaluation process has to be clearly defined and transparent in all senses.

Q.1. (B) Choose the Correct answer: (Any Seven):

(7)

1. _____ is the continuous process of acquiring, refining of skills and knowledge & matching individual's needs and abilities, career goals with future opportunities in the organization
 - a) Career Planning
 - b) Career Development
 - c) Career Movement
2. _____ refers to what an employee does or does not do on the job – includes quantity as well as quality of output
 - a) Performance
 - b) Job
 - c) Work
3. _____ are moral principles about what is good, defensible and right
 - a) Standards
 - b) Benchmarks
 - c) Ethics

- 4 _____ - process for making pay decisions based on assessments of both the outcomes of the work undertaken by individuals & the level of skill & competence required for that level
- a) Contribution Related Pay
 - b) Team Based Pay
 - c) Competence Related Pay
- 5 Behavioral Appraisals measure what individuals do at work, regardless of their _____ characteristics
- a) Personal
 - b) Management
 - c) Financial
- 6 _____ means providing guidance & support to employees for successful & timely completion of their assigned work responsibilities
- a) Consultancy
 - b) Managing
 - c) Coaching
- 7 Making performance feedback a "Once a year" activity can _____ a teams' performance & productivity
- a) Boost
 - b) Hinder
 - c) Help
- 8 Performance management is about _____ of the organizational objectives with those of the employees
- a) Promotion
 - b) Development
 - c) Alignment
- 9 _____ means defining expected levels of employee performance & goals so as to utilize their efforts towards achieving organizational objectives
- a) Monitoring
 - b) Planning
 - c) Developing
- 10 _____ is consistent failure to meet pre-defined, realistic objectives & performance standards
- a) Under-performance
 - b) Non-performance
 - c) High-performance

- Q.2. (a) Define & explain the concept/features of Performance Management
(b) Explain the Performance Management Cycle

(08)
(07)

OR

- (c) What are the best practices with regards to performance management (15)
practiced by some of the world's best organizations

- Q.3. (a) What is Performance Monitoring? Explain its objectives & process in brief (15)

OR

- (b) Explain the concept of Performance Planning? Enumerate the steps for (08)
setting performance criteria
(c) Explain how performance management can be linked to compensation (07)

- Q.4. (a) Explain the concept of Potential Appraisal? Elaborate on its advantages & (15)
limitations

OR

- (b) Who are Under-Performers? Suggest measures to manage under-performers (08)
(c) Explain the significance of Ethics in Performance Management (07)

- Q.5. (a) Explain the benefits & limitations of Career Planning (8)
(b) Discuss the role of technology in career planning and development (7)

OR

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

1. Role of Mentor in Career Planning
2. Competency & skills-based pay
3. Components of Performance Management
4. High Performance Teams
5. The Japanese Career Model
