

4M1023

Roll No. _____

Total No of Pages: **3**

4M1023

**M. B. A. IV Sem. (Main / Back) Exam., June-July 2016
M-431 Performance Management & Retention Strategies
(Major-I)**

Time: 3 Hours

**Maximum Marks: 70
Min. Passing Marks: 28**

Instructions to Candidates:

- (i) *The question paper is divided in two sections.*
- (ii) *There are sections A & B. Section A contains 6 questions out of which the candidate is required to attempt any 4 questions. Section B contains short case study / application based question which is compulsory.*
- (iii) *All questions carry equal marks.*

SECTION – A

- Q. 1 Explain the important decisions that need to be taken during performance, planning, execution, assessment, review, and renewal. [14]
- ✓ Q. 2 Explain in detail the organization's role in facilitating employee's performance. [14]
- ✓ Q. 3 List out the various performance appraisal methods. Suggest how combinations of methods can be used for effective measurement? [14]
- ✓ Q. 4 Discuss the various reward strategies for improving the performance of the employees. [14]

Q.5 Write Short notes on:-

[3.5×4=14]

- (a) Balance score card
- (b) Potential Appraisal
- (c) Key performance indicators
- (d) Characteristics of an ideal PM system.

Q.6 Your organization is considering implementing a team performance management system and has asked you to provide information on what type of performance dimensions should be used to measure team performance. Write a memo to your supervisory on the recommended performance dimensions to be considered. [14]

SECTION – B

Q.7 Case Study:-

A senior executive, middle aged was expecting promotion for the past 4 years, which is due for him as he is with the organization from its inception. The performance appraisal methods are changing every year, as HR manager is highly curious and adventurous in testing many new methods. The middle aged executive cannot cope up with the up gradation of software's related to performance appraisals. He is sincere in his job, not very high performing or low. He accomplishes his targets and have been loyal to the organization.

When every time his promotion is denied based on performance ranking and his junior move up the later, he felt cheated and victimized. He curse and loath the system

of performance appraisals and recently, his behaviour is changing on the negative side not cooperating with his superiors (once juniors), absenteeism increasing and performance still going low.

Answer the questions:-

- (a) What is the major issue in this case?
 - (b) Is the performance evolution system in the company not good?
 - (c) Who is responsible for the poor performance of the executive?
-