

4M1023

Roll No. _____

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M. B. A. IV Sem. (Main / Back) Exam., April - May 2017
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.*

1. NIL

2. NIL

SECTION - A

- Q.1 Define performance management system. Describe the characteristics of an ideal performance management system. [14]
- Q.2 What do you understand by the term performance planning? Explain briefly the performance mapping tools. [14]
- Q.3 Explain the meaning & concept of competency mapping & competence based performance management system. [14]
- Q.4 What is performance appraisal? Discuss its process & importance of performance appraisal. [14]

Q.5 Define performance coaching. Describe the various methods of counseling for better performance. [14]

Q.6 What is Behavioral Performance Management? Discuss the role of organizational reward system. [14]

SECTION - B

Q.7 Suppose you are Human Resource Manager of a MNC. You have to evaluate the performance of all the employees & have to give rewards, time for improvement & punishment to each of them based on their analysis results. Apply the performance management tools & technique to do this job. Explain all your action also. [14]