

4M1223

Roll No. _____

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M. B. A. IV Sem. (Main / Back) Exam., April – May 2017
M – 431 Performance Management & Retention Strategies
(Major – II)

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 (a) Explain Performance Management system with its significance . [7]
- (b) What is Performance Coaching? Explain how it is useful for automobile industries? [7]
- Q.2 (a) What are the different attributes of Performance Measurement system? [7]
- (b) Explain ideal PM system with its unique characteristics. [7]
- Q.3 (a) Explain the concept of Performance Analysis. [7]
- (b) What are the different Performance Mapping tools? Explain. [7]

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Q.4 'Competency approach to job depends on competency mapping. Competency Mapping is a process to identify key competencies for an organization and a job and incorporating those competencies throughout the various processes i.e. job evaluation training, recruitment of the organization'. Comment on this statement. [14]

Q.5 'To collect Performance Appraisal data, there are three main methods: objective production, personnel, and judgmental evaluation'. Explain. [14]

Q.6 Potential appraisal is a future oriented appraisal whose main objective is to identify and evaluate the potential of the employees to assume higher positions and responsibilities in the organizational hierarchy. Many organizations consider and use potential appraisal as a part of the performance appraisal processes. Explain in detail. [14]

SECTION - B

Q.7 'Most successful annual performance appraisals have one thing in common: they were carefully planned and prepared for. It's not just a matter of filling out the employee evaluation form and scheduling a meeting. Managers need to take time to carefully prepare for the process, gathering the information they need to effectively rate their employees' performance, provide them with productive feedback and coaching, and identify needed development activities'.

Prepare a Performance Appraisal form for an organization. [14]