

(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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