



(Pages : 2)

53

D – 3789

Reg. No. : .....

Name : .....

**Third Semester M.A. (Human Resource Management) Degree  
Examination, January 2018  
HRM 2.3.3 : PERFORMANCE MANAGEMENT  
(2014 Admission Onwards)**

Time : 3 Hours

Max. Marks : 75

**PART – I**

Answer **all** questions. **Each** answer **not** to exceed **50** words. **All** questions carry **equal** marks. **(2×10=20 Marks)**

1. Define performance.
2. Write a note on Individual Behaviour and Organizational Performance.
3. Write a note on group incentive as a performance management tool.
4. Briefly explain the control theory and its linkage to performance management.
5. Write a note on the participatory nature of Management by Objectives.
6. 360 degree appraisal is likely to be less subjective than a 90 degree appraisal. Comment.
7. Write a critical incident in a front office scenario and how the same can be used as a performance management tool.
8. Write a note on appraisal tools.
9. What is the relation between incentives and performance ?
10. Distinguish performance evaluation and potential evaluation.

P.T.O.



PART – II

Answer **any five**. Each answer **not** to exceed **500** words. **All** questions carry **equal** marks. **(5×5=25 Marks)**

11. Link job analysis and performance appraisal.
12. What is the idea of standard output ?
13. A good performance management system shall incorporate a provision for training, counselling and review. Comment.
14. What is the performance management strategy for an employee who is unable but willing ?
15. A good performance management system will be based on sound principles of employee motivation. Comment.
16. What would you suggest as Key Result Areas (KRAs) for the Branch Manager of an insurance company ?
17. What are the challenges for performance management in a startup organization ?
18. What is the role of the HR Manager and the line Manager in performance management ?

PART – III

Answer **any two**. Each answer **not** to exceed **1200** words. **All** questions carry **equal** marks. **(2×15=30 Marks)**

19. Comment on the perceptual errors possible and the ways to reduce the same in performance appraisal.
  20. Develop a performance management system for Sales Managers of any FMCG product.
  21. Differentiate between performance management for Managers and Non-managers with appropriate examples.
  22. Explain with examples the different performance appraisal methods.
-