

(Pages : 2)

H – 4064

Reg. No. :

Name :

**Third Semester M.A. (Human Resource Management) Degree Examination,
January 2020**

**HRM 2.3.3 : PERFORMANCE MANAGEMENT AND EMPLOYEE
COUNSELLING**

(2018 Admn)

Time : 3 Hours

Max. Marks : 75

PART – A

Answer **all** questions. Answer should not exceed **50** words. All questions carry equal marks.

1. Define Performance. Which are the important characteristics of performance?
2. What is meant by performance standard?
3. What is HR audit?
4. Define potential appraisal.
5. Distinguish coaching and counselling.
6. Define HR scorecard.
7. Define performance criteria.
8. Explain BARS.
9. What is performance appraisal?
10. Define CBT.

(10 × 2 = 20 Marks)

P.T.O.



PART – B

Answer any **five** questions. Answer should not exceed **500** words. All question carry equal marks.

11. What are performance development plans? Discuss the significance of PDP's.
12. Discuss the characteristics of an ideal PM system. Also point out the dangers of poorly implemented PM system.
13. Elaborate the skills required for counsellors for effective counselling.
14. Explain the following :
 - (a) Transactional Analysis
 - (b) Gestalt Therapy
15. Discuss in detail the objectives and benefits of CMMI at different levels.
16. What is job analysis? Explain the various methods of job analysis.
17. Explain the significance of feedback system in performance management. Suggest ways for conducting effective feedback sessions.
18. Discuss the legal and ethical perspective in PM.

(5 × 5 = 25 Marks)

PART – C

Answer any **two** questions. Answer should not exceed **1200** words.

19. Explain the concept, functions and phases of mentoring. Comment on the role of the manager as a mentor.
20. Explain the PM cycle. Discuss the various stages in the process in detail.
21. 'Performance management is an effective tool for facilitating organizational change'. Comment.
22. Discuss on designing and defining performance appraisal. Explain the various methods of performance appraisal.

(2 × 15 = 30 Marks)

