

(Please write your Exam Roll No.)

Exam Roll No. ....

# END TERM EXAMINATION

THIRD SEMESTER [MBA] DECEMBER-2011

Paper Code: MS231/MSP323/BMS-531

Subject: Performance Appraisal  
And Management

Time : 3 Hours

Maximum Marks : 60

Note: Attempt any five questions including Q.no.1 which is compulsory.

- Q1 Attempt the following short questions:- (4x5=20)
- (a) Difference between performance management and performance appraisal.
  - (b) DRA's (Developing Process Standard)
  - (c) Competencies
  - (d) BARS (Behaviourally Anchored Rating Scales)
  - (e) Monitoring and Pestege Development.
- Q2 (a) What are the primary purposes of performance management? When should each purpose be emphasized?  
(b) Explain the Major Components related to an effective performance management system. pp. (10)
- Q3 Explain the Performance-Management Process-Conceptual Model in detail. (10)
- Q4 (a) What are the effective performance measures? What should you do to ensure that your performance measures are useful?  
(b) Many different people can conduct performance appraisals. What are the various alternatives? (10)
- Q5 (a) Briefly describe the-  
(i) 360-feedback evaluation method (ii) Forced Distribution  
(iii) Essay Method (iv) Rating Scales Method  
(v) Critical Incidents Methods of performance appraisal.  
(b) Discuss the various problems associated with performance appraisal. (10)
- Q6 (a) What are the characteristics of an effective appraisal system?  
(b) Explain why the following statement is often true:-  
"The Achillis heel of the entire evaluation process is the appraisal interview itself". (10)
- Q7 "Monitoring can be a potential strategy to overcome many maladies that include weak organizational citizenship behaviour, weak organizational commitment, poor interpersonal relationships and poor integration of employees with organization apart from performance related issues". Comment. (10)
- Q8 (a) What are the various benefits that performance related pay can yield?  
(b) "Proper recognition of employee performance is vital to keep the employees motivated. However in practices, recognition management is difficult as no recognition can be as harmful as improper recognition". Comment. (10)

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