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School of Business

Master of Business Administration MBA Dual Specialization
Mid Term Examination - Mar 2024

Duration : 90 Minutes
Max Marks : 50

Sem IV - MBHR6014 - Performance Management Systems

General Instructions

Answer to the specific question asked

Draw neat, labelled diagrams wherever necessary

Approved data hand books are allowed subject to verification by the Invigilator

- 1) "It's not just appraising; it's all about performing." Justify K5 (5)
- 2) Identify the objectives and role of appraisal of Performance in an organization ? K3 (6)
- 3) Performance management and performance appraisal are two important functions of the human resource department. Both represent distinct approaches with different methodologies, scopes, and implications. Distinguish between processes of both in the organization? K4 (8)
- 4) We start from Corporate Objectives & Mission Statement; and we develop a plan to achieve these objectives with the help of defined organisational hierarchy. This hierarchy is communicated to the team in the form of organogram. This hierarchy is generally called organisational structure. Further according to this organogram chart every position is described with its Job Description. KRA is developed from Job Description; when the key results area is large, it is broken into manageable areas for managing/ evaluation; these sub-sections of KRAs are called KPA.
Plan the Key Performance Areas and Key Result Areas you would look for evaluation of Performance for the role of Receptionist in a Multispeciality Hospital. K3 (9)
- 5) According to Lockett (1992), "The essence of performance management is the development of individuals with competence and commitment, working towards the achievement of shared meaningful objectives within an organization which supports and encourages their achievement." Explain the competency based PMS model. K5 (10)

- 6) Design a performance plan for the role of marketing executive of electrical appliances company or HR executive of Tata Motors having only one year experience in your organization. (Any one to be planned)

K6 (12)

The plan should incorporate

- a) KRAs for the role selected (4 marks)
- b) KPAs of the role selected (4 marks)
- c) Standards/ benchmarks and timelines for the role selected (4 marks)