



Sanjay Ghodawat University, Kolhapur

2018-19

Established as State Private University under Govt. of Maharashtra. Act No XL, 2017

Year and Program 2018-19,
MBA

School Of Commerce &
Management

Department : MBA

Course Code MMC HR 610

Performance Management
System

Semester – Even

Day and Date *Saturday*
25-05-2019

End Semester Examination

Time: 3 hrs, Max Marks: 100
2-30 pm to 5-30 pm

Instructions:

1) All Questions are compulsory.

		Marks	COs	Blooms Level
Q.1	Answer/Solve the following			
a)	Explain how theories of performance management can be used by organizational managers to define the performance management system.	10	CO1	L2
b)	Apply the BARS (Behaviorally Anchored rating Scale) method to be used by a grocery store manager to appraise the employees.	10	CO2	L3
	OR			
b)	Develop a model that helps a manager to consider significant components while designing a Performance management structure.	10	CO2	L3
Q.2	Answer/Solve the following			
a)	Explain the different career strategies an employee can adopt to define the path of employment in an organisation.	10	CO3	L2
b)	Define the term 'Ethics'. Analyze the key factors involved in ensuring Ethics in Performance Management (PM) and challenges involved.	10	CO4	L4
	OR			
b)	Analyze the importance of culture based performance strategy an organisation has to adopt to ensure achievement of organizational goals.	10	CO4	L4

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- Q.3 Answer/Solve the following
- a) Analyze the importance of leadership in performance management in the Indian context. 10 CO5 L4
- OR
- a) Analyze the usage of competency based performance management strategies in organization . 10 CO5 L4
- Q.4 Answer/Solve the following
- a) US-based online brokerage firm Scottrade, Inc. (Scottrade) did reasonably well compared to its competitors who were hit hard by the turbulent environment in which the entire financial services industry found itself. The performance management system at Scottrade adopted a top-down approach: senior officers set the objectives for the entire organization. Employee reviews were done depending on the specific category of the job. In addition to providing a competitive compensation package and a quarterly bonus program that was linked to the review process of its employees, Scottrade had various reward programs that reflected the passion of its employees. If you were the manager justify what kind of reward systems you would practice? 10 CO6 L5
- b) Explain the theoretical base a manager should consider for the reward based performance management. 10 CO6 L2
- c) Appraise the following statement, According to Herzberg's motivator-hygiene theory, extrinsic rewards can sometimes be more effective and lasts in a longer-term. 10 CO6 L5
- OR
- c) Appraise the following statement "Reward system undoubtedly has significant impacts on employees' performance and hence the business's success". 10 CO6 L5
- Q.5 Answer the following
- a) Support with arguments that "there is a need of Continuous Performance Management " system today rather than the one

time performance management system

- b) Develop a competency based performance appraisal form for a General Assistant in a large super market chain using your knowledge about how should it be! 10 CO5 L6

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