



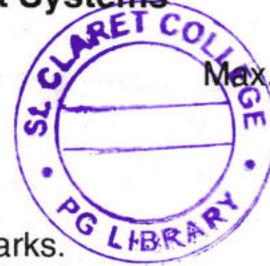
JP – 705

<sup>14</sup>  
III Semester M.B.A. (Day/Evening) Examination, May/June 2023  
(CBCS) (2022-2023 and Onwards) (Freshers)  
MANAGEMENT

3.5.3 : Performance Management Systems

Time : 3 Hours

Max. Marks : 70



SECTION – A

Answer **any five** questions, **each** question carries **5** marks. (5×5=25)

1. Critically evaluate difference between Performance Management (PM) and Human Resource Management (HRM).
2. Explain the model of 'Performance Management Prism'.
3. Discuss in detail about the major steps involved in the process of developing competency based performance management system.
4. Analyze the most critical success factors for the success of a Virtual Team.
5. Analyse the nature of guidelines required for effective performance feedback in an organization.
6. Discuss the various steps to be followed while designing pay for performance plans.
7. Write a short notes on – Mentoring, Coaching, Counseling.

SECTION – B

Answer **any three** questions, **each** question carries **10** marks. (10×3=30)

8. Explain the concept of Electronic Performance Management System (E-PMS) with its various benefits offered to the organizations, Managers and human resource professionals.
9. Discuss in detail about the prerequisites for Designing Appraisal Programme.
10. Describe the various drivers involved in the success of Team Performances.
11. Elaborate the legal issues that may arise during performance appraisal process of an organization.

P.T.O.



## SECTION – C

**Compulsory question :****(1×15=15)**

12. Case study :

Different Teachers/Lecturers have different kind of competencies and skills. Some teachers have good communication skills, some of them have excellent presentation skills, some of them have expert and practical knowledge in their area of specialization through their long service in their organization and some of them have competencies to understand their students and their social, emotional and intellectual needs. Each Teachers/Lecturers have in them the competency and skills depending on their exposure and maturity in the field.

There is a newly established B-School in Bengaluru, with few faculties appointed already and few are yet to be appointed. The management wants an expert opinion from a professional, who is well versed about the academic field. You are working as a consultant and you have expertise in the area of academic and educational back ground. You are called by the management to make a blue print document, for competency mapping of teachers leading to better performances and results for day-to-day functioning in management department. The management is more concerned with the performance of this faculty, who will be recruited soon, and they want an expertise opinion from you, as to what should be the selection criteria and skill assessment and core competency that is needed. You have the following task to be performed.

**Read the above case carefully and answer the following questions :**

- a) Draw a skill and competency map required for Human Resource Faculty. What are the various skills that Human Resource Faculty should be needed for better performance ?
  - b) Draw a skill and competency map required for General Management Faculty. What are the various skills that General Management Faculty should be needed for better performance ?
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