

(2 ½ Hours)

Total Marks: 75

- N.B.: (1) All questions are **compulsory** subject to **internal choice**.  
(2) **Figures** to the **right** indicate **full** marks.

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Q.1. (A) **State whether the following statements are True or False (Any Eight):** (8)

1. Performance management can be defined as a systematic process for improving the organizational performance by improving the performance of individuals & teams
2. Planning means regularly measuring & recording performance & providing continuous feedback to employees & work groups on their progress toward reaching their goals
3. Job perfection skills are those that are needed to successfully perform one's job.
4. Under performance is consistent failure to meet pre-defined, realistic objectives & performance standards.
5. Metric Benchmarking involves measuring & comparing various units in order to find gaps & the reason behind it.
6. A list of desirable ethical behavior by an employee is called as Code of Conduct.
7. Providing Intensive Feedback & Coaching to New Employees can be considered as one of the Best Practices in PM
8. A team's achievement beyond a certain target, or a department's successful completion of a critical project, may be rewarded by the way of individual performance pay.
9. Career planning is a managerial technique for mapping out the entire career of young employees.
10. Performance appraisal can be defined as the informal review & rating of managers by their subordinates.

Q.1. (B) **Choose the Correct answer: (Any Seven):** (7)

1. \_\_\_\_\_ is considered to be the soul of High Performance Teams
  - a) Innovation
  - b) Maximization
  - c) Aggressiveness
2. \_\_\_\_\_ is identified as a method of identifying, learning & adopting outstanding practices from others
  - a) Process Benchmarking
  - b) Metric Benchmarking
  - c) Diagnostic Benchmarking
3. \_\_\_\_\_ help determine the promotability of an individual to a higher position & help chalk out his career plan
  - a) Career Planning
  - b) Career Development
  - c) Potential Appraisal
4. \_\_\_\_\_ means improving the capability of employees to perform through training, giving assignments that introduce newer competencies or higher level of responsibility, improving work processes
  - a) Developing
  - b) Rewarding
  - c) Rating

- 5 One of the objectives of \_\_\_\_\_ is to **attract** and **retain** the right type of persons in the organization
- Career Development
  - Career Planning
  - Career Modification
- 6 \_\_\_\_\_ may be generally defined as the ability of an individual to apply his or her knowledge & skills & the behaviours necessary to perform the job well
- Capability
  - Competency
  - Coaching
- 7 An \_\_\_\_\_ is a preset, formal discussion between the manager & the employee to review the latter's progress in meeting the agreed objectives & responsibilities in middle of the appraisal period
- Periodic Appraisal
  - Performance Appraisal
  - Interim Review
- 8 Performance \_\_\_\_\_ , is a continuous *process of evaluating employee performances*
- Management
  - Appraisal
  - Evaluation
- 9 A \_\_\_\_\_ is an experienced person in a company or institution who trains & counsels new employees
- Mentor
  - Coach
  - Trainer
- 10 Setting Clear Goals is one of the essentials for establishing \_\_\_\_\_ criteria
- Management
  - Performance
  - Development

- Q.2. (a) Distinguish between Performance Appraisal & Performance Management (08)  
(b) Explain the components of Performance Management (07)

OR

- (c) Explain in detail all the steps of Performance Management Cycle (15)

- Q.3. (a) Explain the strategies for effective implementation of Performance Management (15)

OR

- (b) Explain the methods & benefits of Performance Benchmarking (08)  
(c) Explain the steps for setting up performance criteria (07)

Q.4. (a) What do you mean by Ethical Performance Management? What are the principals of Ethical Performance Management? (15)

OR

(b) What are Competency & skills based pay & their advantages & disadvantages (08)

(c) Explain the key issues & challenges in Performance Management (07)

Q.5. (a) Explain the role of Mentor in Career Planning (8)

(b) Discuss the role of employer & employee in career development (7)

OR

Q.5. **Short Notes (Any three):** (15)

1. Pyramidal Model of Career Development
2. Under Performance
3. Contribution based pay
4. Best Practices in Performance Management
5. Need of Performance Management

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