



BRAINWARE UNIVERSITY

Course – MBA

Performance Management (HR304)

(Semester – 3)

Time allotted: 3 Hours

Full Marks: 70

[The figure in the margin indicates full marks. Candidates are required to give their answers in their own words as far as practicable.]

Group –A

(Multiple Choice Type Question)

1. Choose the correct alternatives for the following:

10 x 1 = 10

i) Running the organizational activities is called:

- | | |
|-----------------------|----------------------------|
| a) Management process | b) Executive position |
| c) Quality management | d) Performance measurement |

ii) Which of the following is not a function normally performed by the HR department?

- | | |
|---------------------------|----------------------------|
| a) Training & development | b) Recruitment & Selection |
| c) Employee Relations | d) Accounting |

iii) Effective HRM leads to:

- | | |
|------------------------------|--------------------------------|
| a) Organizational success | b) Organizational failure |
| c) Organizational complexity | d) Organizational inefficiency |

iv) Organizational goals should be:

- | | |
|---------------|--------------|
| a) Achievable | b) Ambiguous |
| c) Random | d) Vague |

v) Customers of an organization fall under which of the following category?

- | | |
|-----------------|-----------------|
| a) Shareholders | b) Staff |
| c) Partners | d) Stakeholders |

Group -C

(Long Answer Type Questions)

Answer any three of the following

3 x 15 = 45

7. Briefly define & explain goal-setting theory of performance management system. [15]
8. Draw performance management flowchart and explain the various parts of this flow diagram. [15]
9. What is performance management process? Explain the steps & importance of this method in detail. [15]
10. What are the errors involved in performance appraisal system? Explain each of them. [15]
11. What is the relationship between team performance and learning? Explain your answer in the perspective of today's business world? [15]