

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 f	$10 \times 1 = 10$					
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 fu	nction normally performed by the HR depart	ment?				
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					

vi) HRM intends to develop	the full of employees			
a) Future	b) Aptitude			
c) Potential	d) Competence			
vii) Organizations are nothing but				
a) People	b) Material			
c) Money	d) Machinery			
viii) Which is the process of deciding how employees do their jobs?				
a) Performance Appraisal b) Performance Estimation				
c) Performance Decision d) Performance Controlling				
ix) Strategic Human Resource management aims to achieve competitive advantage in the market through:				
a) Price b) Pr	oduct			
c) People d) Pr	ocess			
x) What could be the best approach for an organization to sustain in a dynamic environment?				
a) Be stagnant	b) Responsive to change			
c) Reluctant to change	d) Merge with others			
Group - B				

(Short Answer Type Questions)

Answer any three of the following

 $3 \times 5 = 15$

- 2. What do you think that 360- degree performance appraisal system is relevant in VUCA world?
- 3. What is the meaning of the concept 'team dynamics'?
- 4. What do you think a proper performance appraisal system can enhance the performance of the organizational employees? Explain your answer with the help of examples.
- 5. What is the difference between the methods of performance appraisal & job evaluation?
- 6. What do you understand by team performance?

Group -C

(Long Answer Type Questions)

Answer an	v three	of the	follo	wing
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 $3 \times 15 = 45$

- 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]