

**M.B.A Semester-III Examination**  
**PERFORMANCE MANAGEMENT**  
**Paper-MBA/3306/H**

Time : Three Hours]

[Maximum Marks : 70

- Note :—** (1) Attempt all the questions.  
(2) Figures to the right indicate full marks.

**SECTION—A**

1. (a) What is HRM capital ? Illustrate in detail in today's context. 14

**OR**

- (b) Explain nature and scope of performance management. 14

**SECTION—B**

2. (a) What are various principles of performance management ? 7  
(b) There are various software available for performance management. But the challenge is it provides only precise statistical data. The open-ended questions cannot be well-analyzed. What are your suggestions to overcome this challenge ? 7

**OR**

- (c) What are antecedents and determinants of performance management ? 7  
(d) It's indeed difficult to implement performance management system in rural areas. Lack of strong political will, resistance to change, low adoption of technology are major reasons behind this. How can performance management process in rural areas be improved ? 7
3. (a) Explain different objectives of performance management system. 7  
(b) "Listening is a pre-requisite for a good counsellor. Unless the opinions of employees are listened to and understood, there will not be ideal initiatives to improve." Do you agree ? Justify. 7

**OR**

- (c) What is competency based performance management system ? Explain. 7  
(d) The counsellor or mentor has to be empathetic person. The performance of an employee is not just based on workplace but domestic aspects as well. Hence empathy plays a significant role through performance management system. How is empathy closely related to performance management ? Illustrate. 7

**SECTION—C**

4. (a) Elaborate performance management process in detail. 7  
(b) What is performance management plan ? Explain. 7

**OR**

- (c) What is mentoring ? How is it related to performance management ? 7  
(d) Illustrate performance management audit with examples. 7

**SECTION—D**

5. An old maxim says, "Together, we are better". But in reality it does not always happen. At workplaces, even in so called developed twenty first century, we, human beings do not truly together work for organizational development. There are many differences in opinions, views, beliefs and hence conflicts arise. The first key to high performance teams is- A team member has to be egoless. "It's not about ME. It's about WE." Our supposed self importance misguides us but amicable environment helps us grow. The affinity of good relations amongst employees at workplaces is essential in current times. This will finally give rise to more and better high performance teams. The employees are very much unethical while doing their duties. This unethical behaviour of employees affect the performance of organisation.
- (a) Discuss the role of ego in performance management. 7  
(b) Explain how unethical behaviours affect the performance of employee and organisation. Justify your answer. 7