

CLASS: M.A. H.R.M

15A/304

St. JOSEPH'S COLLEGE (AUTONOMOUS) TIRUCHIRAPPALLI – 620 002

SEMESTER EXAMINATIONS – APRIL 2015

TIME: 3 Hrs.

MAXIMUM MARKS: 100

SEM	SET	PAPER CODE	TITLE OF THE PAPER
IV	2013	12PHR4116	PERFORMANCE MANAGEMENT

### SECTION – A

Answer all the questions: (about 50 words each)

10 x 2 = 20

1. Define the term performance.
2. Give two factors that influence performance at workplace.
3. State the stages of performance appraisal.
4. What are the areas of Employee Evaluation programs?
5. Bring out two principles of Performance Measurement.
6. Briefly explain Performance Appraisals.
7. What do you understand by Middle Muddle?
8. Give any two problems in Performance Appraisal.
9. What is Performance Development Framework?
10. Explain in two line-Performance Appraisal Interview.

### SECTION – B

Answer all the questions: (about 150 words each)

5 x 4 = 20

11. a. Describe the various methods of data collection for job analysis and state the purpose of job analysis.

**OR**

- b. Detail the benefits of Performance Appraisals to an Organization.

12. a. Give a brief note on how to evaluate and appraise Team Performance.

**OR**

b. State the vital purpose of Performance Management System.

13. a. Write a note on the merging of Performance Appraisal methods.

**OR**

b. Describe the characteristics features of balanced score card and highlight its benefits.

14. a. State the ways to conduct Performance Appraisal review.

**OR**

b. Elaborate the six rules to criticize employees in an organization.

15. a. Bring out the important phases of an appraisal interview.

**OR**

b. Highlight the Pitfalls of Performance Appraisals interviews.

### **SECTION – C**

**Answer any FOUR questions: (about 500 words each) 4 x 15 = 60  
(Question -20 compulsory)**

16. State the strategic HR roles in designing Performance Management framework.

17. Describe the contributions of Performance Appraisal to Organizational Development.

18. Illustrate the traditional methods of Performance Appraisal.

19. Give the essential management tips for giving constructive criticism.

20. **Case study:**

Mrs. Kavitha is the production executive in XYZ textile unit of Ram Nivas groups of Industries at Gujarat. At the beginning of her carrier, she was an excellent and competent staff of the concern. As days went on, she started to show her noninvolvement in the organization through her lethargic attitude. Her nature is of such kind that she mostly won't accept criticism and don't feel guilty for her misconduct. In several occasion she used to hide herself as being highly sensitive. This forces the higher officials of HR departments in a delicate in a delicate situation while approaching the situations. Particularly Mr.Shanjive, Manager HR finds it difficult to handle her.

1. State how Mr. Shanjive will deal with Mrs. Kavitha for her guilty of misconduct.
2. Since Mrs. Kavitha happens to be a sensitive employee, how the criticism is to be.
3. Explain the stages of constructive criticism to be delivered for Mrs. Kavitha.

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