

**Code: 9E00306c**

MBA III Semester Regular and Supplementary Examinations April 2014

**PERFORMANCE MANAGEMENT**

(For students admitted in 2010, 2011 and 2012 only)

Time: 3 hours

Max. Marks: 60

Answer any FIVE questions  
All questions carry equal marks

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- 1 Define performance appraisal. How do organizations appraise the performance of employees? Explain modern methods of performance appraisal.
- 2 (a) What is benchmarking? Explain the need for benchmarking in performance planning.  
(b) Briefly explain the need for goal setting in performance management system.
- 3 What is situational leadership? Discuss different situational leadership styles.
- 4 Develop a performance management system for sales representatives of a particular consumer durable of your choice. Discuss the methods used by you.
- 5 What is appraisal system? Explain the process of appraisal system design.
- 6 'Inefficient performance appraisal system de-motivates the employees' - do you agree. Substantiate your argument with suitable examples. What are the steps to be taken for installing efficient performance appraisal system?
- 7 Performance management frequently encounters with conflict. Discuss the nature of conflicts and how the conflicts can be resolved.
- 8 Define fringe benefits. What are the objectives of fringe benefits and factors influencing fringe benefits?

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