M.B.A. DEGREE EXAMINATION December 2014

(BUSINESS LEADERSHIP)

(THIRD SEMESTER)

352: PERFORMANCE MANAGEMENT AND COMPETENCY MAPPING

Time: Three hours   Maximum: 75 marks

SECTION-A
Answer any FIVE questions   (5 × 3 = 15)

1. Define performance management.
2. Define job description and job specification.
3. What is called 360 degree appraisal?
4. Why do you think competency mapping is significant?
5. Define repertory gird.
6. What are the intangible returns an employee gets through rewarding system?
7. List out the various factors determined by gap analysis.
8. What is meant by contextual performance?

SECTION-B
Answer any THREE questions   (3 × 10 = 30)

9. Discuss about various approaches to measuring performance.
10. Describe the features of competency methods.
11. Briefly explain the concepts and need for performance consulting.
12. Describe the process of developing competency models from raw data.
13. Explain the steps involved in implementing performance management system.

SECTION-C
Answer any ONE question   (1 × 15 = 15)

14. Elaborately discuss about the characteristics of an ideal performance management system along with the aim & role of PM system.
15. Explain in what ways performance management helps in employee development.
16. Discuss about the steps and procedures involved in competency mapping.

SECTION-D
(COMPULSORY)   (1 × 15 = 15)

17. "If well designed and correctly implemented performance appraisals help to improve, but poorly designed or implemented it may lead to employee frustration, resentment and with drawl" – Do you agree with this statement? Explain why & how with your own example.