



(Pages : 2)

3708

Reg. No. : .....

Name : .....

**Fourth Semester M.B.A. (Full Time) Degree Examination, July 2009  
(2006 Scheme)  
PERFORMANCE MANAGEMENT**

Time : 3 Hours

Max. Marks : 60

PART – A

Answer **any five** questions. **Each** question carries **three** marks. **(5×3=15 Marks)**

1. What is Performance Management ?
2. Describe the concept of Management Performance Theatre.
3. What is quality circle ?
4. What is job evaluation ?
5. How do you measure performance ?
6. What is reward system ?
7. What is Performance Management Sequence ?
8. What is Role Description Document ?

PART – B

Answer **any three** questions elaborately. **Each** question carries **ten** marks. **(3×10=30 Marks)**

9. What is meant by the term Performance Management ? How is this different from the performance appraisal practices that are common in many organisations ?
10. Explain in detail organisation dynamics and employee performance.

P.T.O.

3708



11. What are the benefits of performance management ?
12. Discuss various methods of appraisal practiced in Indian Corporate sector.
13. Explain specific appraisal and general appraisals and their purposes.

**PART – C**  
**(Compulsory)**

**15**

14. Dinesh a machine operator, worked as a mechanist for Ganesh, the supervisor. Ganesh told Dinesh to pickup some trash that had fallen from Dinesh's work area, and Dinesh replied, "I won't do the Janitor's work".

Ganesh replied "when you drop it, you pick it up". Dinesh became angry and abusive, calling Ganesh a number of names in a loud voice and refusing to pick up the trash. All employees in the department heard Dinesh's comments.

Ganesh had been trying for two weeks to get his employees to pickup trash in order to have cleaner workplace and prevent accidents. He talked to all employees in a weekly departmental meeting and to each employee individually at least once. He stated that he was following the instructions of the General Manager. The only objection came from Dinesh.

Dinesh has been with the company for five years, and in this department for six months. Ganesh has been spoken to him twice about excessive alcoholism, but otherwise his record was good. He was known to have quick temper.

This outburst by Dinesh hurt Ganesh badly. Ganesh told Dinesh to come to the office and suspended him for one day for insubordination and abusive language to a supervisor. The decision was within company policy, and similar behaviours had been punished in other departments.

After Dinesh left Ganesh's office, Ganesh phoned the HR Manager, reported what he had done, and said that he was sending a copy of the suspension order for Dinesh's file.

**Questions :**

- 1) How would you rate Dinesh's behaviour ?
- 2) What method of appraisal would you use ? Why ?