

GUJARAT TECHNOLOGICAL UNIVERSITY
MBA – SEMESTER –IV-EXAMINATION – WINTER-2022

Subject Code: 4549231**Date: 14/12/2022****Subject Name: Performance Management****Time: 10:30 AM to 01:30 PM****Total Marks: 70****Instructions:**

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

	Marks
Q.1 (a) 360 degree performance appraisal (b) Performance review (c) Performance agreement (d) performance management cycle (e) MBO (f) Systematic appraisal (g) Responsibility Accounting	14
Q.2 (a) What is performance Management? Explain Aims and characteristics of PM.	07
(b) According to you why performance management is important? Discuss in details.	07
OR	
(b) Due to COVID-19 many employees are working from home, In this case what company should do for better performance management?	07
Q.3 (a) Mention the objectives and process of performance counseling in brief.	07
(b) If you are manager of the organization, which criteria you should consider for the performance management?	07
OR	
Q.3 (a) Why PM is crucial for the organization? Which activities should be carried out for the PM?	07
(b) According to you what is performance standard? How an individual can set performance standard for the organization?	07
Q.4 (a) Write a short note on Competency Mapping.	07
(b) Ethics in performance management, Explain in detail.	07
OR	
Q.4 (a) Write a short note on Balance score card in detail	07
(b) According to you, Reward and Recognition can help to improve performance? How?	07

Q.5 CASE STUDY:

Empxtrack management describes the challenges that the organization faced and the solution to make the performance management process accurate and more useful to the management. The leadership believed that the organization's customers were not being served effectively and while most employees were working hard, there were gaps in delivery.

The leadership wanted to share a common set of goals for all employees that would help to meet their customers' requirements. And once done, measure it periodically.

There were a number of products evaluation but they were either prohibitively expensive or did not offer the full feature set.

Organization has decided to implement performance management software. The goal setting process was initialized in their goal sheet. The employees and their supervisors could add additional goals to map t the employee job role.

Next, a core competency set was identified and a quarterly appraisal process was implemented that contained an employee self review and followed by the manager review and discussion.

Employees could view what was expected of them and could track their progress on a weekly basis. The supervisors could view their team's achievement and mentor employees when they were falling short.

The leadership could align employees to a common set of goals, set clear expectations, track progress in real time and take remedial action.

- (a) Explain company's strategy for the performance management. **07**
- (b) According to you which is the best way for evaluating performance of the employee? Assume you are leader of Empxtrack management. **07**

OR

- Q.5**
- (a) What should company do If the organization's customers are not being served effectively? **07**
 - (b) Explain this statement "track progress in real time and take remedial action" how its related to this case study? Explain in detail. **07**
