

GUJARAT TECHNOLOGICAL UNIVERSITY
MBA– SEMESTER - IV-EXAMINATION- SUMMER-2023

Subject Code: 4549231**Date: 16/06/2023****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.
4. Use of simple calculators and non-programmable scientific calculators are permitted.

Q. No.	Question Text and Description	Marks
Q.1	(a) Performance review (b) e-feedback (c) Competency modeling (d) Balance scorecard (e) Performance management sequence (f) List out performance evaluation methods (g) Performance coaching	14
Q.2	(a) Define Performance management and explain the 7 sins of HR Professionals.	07
	(b) Now a day's many IT companies are giving employees working from home, In this case what company should do for better performance management?	07
OR		
	(b) Discuss characteristics and the concerns of PM.	07
Q.3	(a) What do you understand by performance planning?	07
	(b) Discuss the Competency mapping method for evaluating performance.	07
OR		
Q.3	(a) Define performance counselling and explain the process of performance counselling in detail.	07
	(b) Write down importance of feedback management in PM.	07
Q.4	(a) Explain method for performance measuring. any one in detail 1) KPI 2) KRA	07
	(b) Write down difference between performance management and performance appraisal.	07
OR		
Q.4	(a) How HR professional can link PM with reward system in organization?	07
	(b) What are the strategic role of HR Professionals in PM.	07

Q.5

At the end of your Annual Conference for the year 2000, when you asked the Area Managers if they have any problems, Mr. Ahmad Nawaz told you that the Senior Finance Executive of his area, Mr. Ali Raza, who had also won the best performance award of the year 1999, was not taking interest in his work. Despite Ahmad Nawaz's counseling, no change was noticed in the individual, rather his attitude deteriorated. You had also received such information from the National Manager, but considering that Ahmad Nawaz being an experienced hand would solve the problem, you did not interfere intentionally. Now that Ahmad Nawaz himself brought this to your notice, you decided to call the individual and counsel him.

During the interview, Mr. Ali Raza initially did not tell you anything but considering his 14 years old association with you, he revealed that he got married five years ago (the marriage was also attended by you) and was still without a child. You were further informed that his parents were forcing him to divorce his wife, whom he loved so much. Moreover, he was also not being understood by the senior managers and was disallowed any kind of leave. Therefore, you concluded that an excellent worker had been disgruntled and had lost interest in his job.

- (a) Write down problems in case and give suggestion for the same **07**
- (b) As a General Manager, what measures you would take to help satisfy Mr. Ali Raza and influence change in his behaviour? **07**

OR

- Q.5** (a) If you are HR manager of this Company then how would you deal with this case **07**
- (b) Write down counseling tricks Mr. Ahmad Nawaz can use for Mr. Ali Raza **07**
