

(Please write your Exam Roll No.)

Exam Roll No.

END TERM EXAMINATION

FIFTH SEMESTER (BBA) JANUARY-2024

Paper Code: BBA-311

Subject: Performance Management

Time: 3 Hours

Maximum Marks :75

Note: Attempt five questions in all including Q.no.1 which is compulsory.

- Q1 Answer **any five** from the followings: (5x5=25)
- (a) What is the importance of performance appraisal?
 - (b) What are the performance management skills?
 - (c) Explain the role of HR in Performance Management system.
 - (d) Describe role of Organizational Reward system
 - (e) Explain the role of Counseling in Performance Appraisal system
 - (f) Define Potential appraisal
 - (g) What are TNA tools?
 - (h) What do you mean by balance score card system?
- Q2 Differentiate with suitable examples performance management and performance appraisal. Mention any two methods used to appraise employees in the organization. (12.5)
- Q3 Prepare an appraisal process of an IT company and discuss tools used for appraising employees. (12.5)
- Q4 "Different Learning tools are used at different levels of employees for their behavior modification"- support the statement by mentioning process and tools used for learning. (12.5)
- Q5 Discuss the contribution of performance management system to organizations' success. (12.5)
- Q6 What is the difference between Feedback and Counseling? Design an appraisal form for taking feedback. (12.5)
- Q7 Discuss the reasons and problems associated with contingent pay plans, in an industry under performance management system. (12.5)
- Q8 Write a short note on the following: (12.5)
- (a) Legal principals affecting Performance Management
 - (b) Explain the Balance score card system and 360 degree system

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