

(Performance Management)

1. Choose the correct answer : 1×6=6

(i) What is the primary purpose of performance management?

(a) To punish employees for poor performance

(b) To improve employee performance and achieve organisational goals

(c) To evaluate employee performance only

(d) To provide training to employees only

(ii) Which of the following is a key element of performance management?

(a) Goal setting

(b) Feedback

(c) Coaching

(d) All of the above

(iii) What is the primary responsibility of a manager in managing performance?

(a) To set goals and objectives for employees

(b) To provide regular feedback and coaching to employees

(c) To evaluate employee performance and provide rewards or penalties

(d) To develop training programmes for employees

(iv) Which of the following is a common pitfall in managing performance?

(a) Setting clear goals and objectives

(b) Providing regular feedback and coaching

(c) Focusing too much on past performance rather than future development

(d) Involving employees in the goal setting process

(v) How does performance management contribute to strategic planning?

(a) By providing data on employee performance to inform strategic decisions

(b) By helping to identify areas for improvement and develop strategies for addressing them

(c) By aligning individual and team goals with organisational objectives

(d) All of the above

(vi) Which of the following best describes a 360-degree feedback system?

(a) Feedback based solely on self-assessment

(b) Feedback based on sales performance

(c) Feedback given by an employee's well-wisher

(d) Feedback collected from employee's peers, subordinates, supervisors and sometimes clients

2. Answer the following questions : **(any five)**
2×5=10

(a) Define Performance Management.

(b) Write *any two* key components of performance management system.

(c) Briefly mention how performance management is linked to strategic planning.

(d) State shortly how performance management contributes to organisational success.

(e) Mention *any two* roles of performance management in achieving organisational objectives.

(f) State *two* importance of performance management in employee development.

(g) Write briefly how feedback of performance management helps in improving employee performance.

3. Answer the following questions : (**any six**)
5×6=30

(i) Discuss the benefits of performance management.

(ii) Describe the process of setting performance goals.

(iii) Explain the relationship between performance management and rewards.

(iv) Explain the role of technology in performance management.

(v) What are the challenges of using technology in performance management?

(vi) Explain briefly *any five* terms related to performance management.

(vii) What are the purposes of performance review?

(viii) Briefly explain the components of Performance Management System (PMS).

(ix) What are the ethical aspects in performance management?

4. Answer the following questions : (**any two**)
12×2=24

(i) Describe the various stages of evaluation of performance management.

(ii) Explain the different functions of performance management.

(iii) Explain how can performance management be linked with other Human Resources processes.

(iv) Define Performance Review Meeting. What are the components of Reward Management. Explain each with example.
4+8=12