

**Code: 14E00314**

MBA III Semester Regular & Supplementary Examinations November/December 2017

**PERFORMANCE MANAGEMENT**

(For students admitted in 2014, 2015 & 2016 only)

Time: 3 hours

Max. Marks: 60

**PART – A**

(Answer the following: (05 X 10 = 50 Marks)

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- 1 Explain the concept of performance managements and its dimensions.

**OR**

- 2 Do you think performance management integrates human needs? Explain.

- 3 What is mentoring? What are the characteristics of a mentor?

**OR**

- 4 Explain the steps to be taken for having a good mentoring process.

- 5 Explain the role of HR as a coach.

**OR**

- 6 Describe the role of coaching and counseling in the developmental process of an employee.

- 7 Explain the criticality of goal setting process. How is it done in MBO?

**OR**

- 8 Explain the factors that influence the key performance areas with examples.

- 9 (a) What do you understand by a learning organization?

- (b) Explain the characteristics of a learning organization.

**OR**

- 10 What should be the objectives of a compensation policy? Explain the types of compensations.

**PART – B**

(Compulsory question, 01 X 10 = 10 Marks)

- 11 **Case Study:**

Mr. Narjeet Singh is working as works manager in a service centre of four wheelers which is an authorized service center of Maruti Motors. The works manager was sincere and honest at work. He has been deploying four supervisors under him who have to provide car servicing facilities to customers. Each supervisor is supported by techniques and mechanics of the workshop. The service though is located in a Tier II city, follows a very good appraisal system on par with any other company. The service center follows schedules, timelines, work charts, work delays, feedback system and also customer care. The employees of the service center have to gain all good points in all of these activities for hike in salary. It was found that Mr. Rajesh a customer has complained to Maruti headquarters about the poor servicing of their authorized service center. Maruti Motors has issued a suspension letter of the concerned supervisor working under the works manager with immediate effect. The works manager managed the customers who complained and asked him to withdraw the complaint to protect the fame and name of that service centre.

**Questions:**

- (a) What are the hidden issues in performance management of the case?  
(b) How will you appraise the works manager in the service center?

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