

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BBA DEGREE EXAMINATION MAY 2024
(Sixth Semester)

Branch - BUSINESS ADMINISTRATION

**DISCIPLINE SPECIFIC ELECTIVE – II: PERFORMANCE MANAGEMENT
SYSTEMS**

Time: Three Hours

Maximum: 50 Marks

SECTION-A (5 Marks)

Answer ALL questions

ALL questions carry EQUAL marks

(5 x 1 = 5)

- 1 Performance management has all the below purposes except
(i) strategic (ii) developmental
(iii) institutional (iv) administrative
- 2 Benefits of good PM system is
(i) Effective HR department (ii) Reduced labour cost
(iii) Improved communication (iv) All of the above
- 3 Self appraisal is done by
(i) Ratee (ii) peers
(iii) customers (iv) supervisor
- 4 Founder of balance score card is
(i) Robert Kalpnan (ii) Udai
(iii) Albert Sam (iv) C K Prahalad
- 5 Monitoring raises concerns about
(i) Employee self confidence (ii) Employee Needs
(iii) Employee Improvements (iv) Employee Privacy

SECTION - B (15 Marks)

Answer ALL Questions

ALL Questions Carry EQUAL Marks

(5 x 3 = 15)

- 6 a Describe constitutions of performance management.
OR
b Show the scope of performance management.
- 7 a State the goal setting in performance management.
OR
b Explain the development plan in performance management.
- 8 a Summarise the operational process in performance management.
OR
b Outline the organisational structure in performance management.
- 9 a Develop the communication of performance expectations.
OR
b Sketch job description.
- 10 a State the performance appraisal.
OR
b State the common problems in employee assessment.

Cont...

SECTION -C (30 Marks)

Answer **ALL** questions

ALL questions carry **EQUAL** Marks

(5 x 6 = 30)

- 11 a Explain the advantages of performance management.
OR
b Sketch out the need for performance information system in the current market.
- 12 a Discuss about the setting mutual expectations.
OR
b Enumerate the performance criteria process.
- 13 a Elucidate the performance management network.
OR
b Describe the micro and macro structure in performance management.
- 14 a Compare and contrast internal and external metrics.
OR
b Survey the management of use of metrics.
- 15 a Justify the system oriented approach of design of performance appraisal.
OR
b Point out formalisation of appraisal tools.

Z-Z-Z

END