

C 20487

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Name.....

Reg. No.....

**SIXTH SEMESTER U.G. DEGREE EXAMINATION, MARCH 2022**

(CBCSS—UG)

B.B.A.

BBA 6B 15—PERFORMANCE MANAGEMENT (HUMAN RESOURCE MANAGEMENT  
ELECTIVE)

(2019 Admissions)

Time : Two Hours and a Half

Maximum : 80 Marks

**Section A**

*Answer at least **ten** questions.  
Each question carries 3 marks.  
All questions can be attended.  
Overall Ceiling 30.*

1. Define Succession Planning.
2. Define 360- Degree Appraisal.
3. What do you mean by Performance Planning ?
4. What do you mean by Feedback ?
5. Define Competency.
6. What do you mean by Performance Management ?
7. Define Behaviour Anchored Rating Scale.
8. What do you mean by Criteria Sampling ?
9. Differentiate between Performance appraisal and Potential appraisal.
10. What are the limitations of MBO ?
11. What is meant by Assessment Centre ?
12. What is Ranking ?
13. What do mean by performance criteria ?
14. What are the causes of poor performance of an employee ?
15. Define Performance agreement.

(10 × 3 = 30 marks)

**Turn over**

**Section B**

*Answer at least **five** questions.*

*Each question carries 6 marks.*

*All questions can be attended.*

*Overall Ceiling 30.*

16. Explain how performance management can benefit an organisation.
17. What are the Bottlenecks in implementation of Performance Management System ?
18. What are the guidelines for giving Constructive Feedback ?
19. Explain the merits and demerits of 360 degree feedback system.
20. What are the various factors affecting effective use of Performance Management ?
21. What is the difference between Performance management and Performance appraisal ? Explain with suitable examples.
22. Define MBO. Briefly explain the process of MBO.
23. What are the limitations of Performance related rewards ?

(5 × 6 = 30 marks)

**Section C**

*Answer any **two** questions.*

*Each question carries 10 marks.*

24. Define Performance Appraisal. What are the various Performance Appraisal Methods ?
25. Define Competency Mapping. Explain various methods and approaches to competency mapping.
26. Explain the ethical dilemmas related to Performance management in an organization.
27. Briefly explain the objectives and process of Performance planning.

(2 × 10 = 20 marks)