

STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI – 600 086.

COURSE CODE: 19BA/MC/PM54

B.B.A DEGREE EXAMINATION – NOVEMBER 2021

BUSINESS ADMINISTRATION

COURSE : MAJOR – CORE

PAPER : PERFORMANCE MANAGEMENT

TIME : 3 HOURS

MAX. MARKS: 100

SECTION – A

Answer all the questions:

(7 x 4 = 28)

1. What is meant by self-appraisal?
2. Define performance Management.
3. What is balance Score Card?
4. Give the frequency duration can we have PRD?
5. What is the link between competency and performance?
6. Who is Scribe in review meeting?
7. Explain performance evaluation form?

SECTION – B

Answer any TWO questions:

(2 x 16 = 32)

8. (a) Explain why Scores of performance Appraisal are linked to Compensation (8 Marks)
(b) Justify the reasons for failure of performance appraisal (8 Marks)
9. (a) Illustrate the Performance appraisal methods (8 Marks)
(b) Discuss Rating scale and rating errors (8 Marks)
10. (a) Explain constructive feedback and its benefits (8 Marks)
(b) Analyze the roles of manager in review process (8 Marks)

SECTION – C

Answer any ONE question:

(1 x 40 = 40)

11. (a) Explain the Employee Performance Tracker Tools (10 Marks)
(b) What are the types of Performance motivators (10 Marks)
(c) Discuss Managerial responsibilities in performance execution (10 Marks)
(d) Illustrate the seven steps of Performance Evaluation Process (10 Marks)
12. (a) Distinguish between KPI and KRA (10 Marks)
(b) Appraise SMART Objectives (10 Marks)
(c) Elaborate the Steps in Performance Planning meeting (10 Marks)
(d) Explain the objectives of Performance management (10 Marks)
