

Roll No.

56044

**MBA 2 year 3rd Semester
(New Scheme) Batch 2011-2013
Examination – December, 2013**

PERFORMANCE MGT.

Paper : MBA-305

Time : Three hours] [Maximum Marks : 80

Before answering the questions, candidates should ensure that they have been supplied the correct and complete question paper. No complain in this regard, will be entertained after examination.

Note : Attempt any *four* questions from Section 'B' selecting *one* from each Unit. Section 'A' is *compulsory* and answers of these questions should not exceed 50 words.

SECTION – A

- | | |
|---|---|
| 1. (i) Essence of Performance management. | 2 |
| (ii) Characteristics of potential management. | 2 |
| (iii) Technical competencies. | 2 |

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- (iv) Nature of performance standards. 2
- (v) Objectives of automation. 2
- (vi) Performance planning. 2
- (vii) Counseling strategies. 2
- (viii) 360 degree feed back. 2

SECTION – B

UNIT – I

- 2. What are the principles of the performance ? Explain quality control principles. 16
- 3. Discuss the role of strategic planning in maintaining performance of the organization. 16

UNIT – II

- 4. What is managing behaviour ? How does it help management to maintain competencies ? Explain. 16
- 5. Discuss the role of performance review in ensuring organizational growth and development. 16

UNIT – III

- 6. What do you mean by automation ? How does it ensure performance standards ? Explain. 16

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7. Define performance planning. Explain its objectives and processes to sustain organizational excellence. 16

UNIT – IV

8. Discuss key issues of feedback. What are its channels and methods ? Explain. 16

9. What are the uses of balance score card ? Explain its various components and systems. 16

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