

SVKM's NMIMS
NMIMS – GLOBAL ACCESS SCHOOL FOR CONTINUING EDUCATION

Programme: DHRM/PGDHRM

Academic year: 2013 – 2014

Subject: Performance Management System

Date: 23.12.2013

Semester: II

Course : New

Marks : 70

Time: 11.00 a.m. to 2.00 p.m.

Instructions: Candidates should read carefully the instructions printed on the question paper and on the cover of the Answer Book, which is provided for their use.

NB:

1. Answer to each new question to be started on a fresh page.
2. Figure in brackets indicates full marks.

1. Write short notes on: (Attempt any 2 out of 4) Marks: 10
 - a) Vroom's Expectancy Theory
 - b) E-Performance Management
 - c) MBO
 - d) Counselling

2. Discuss: (Attempt any 2 out of 5) Marks: 10
 - a) Element of good Performance Management System
 - b) Skill Based Pay
 - c) Group Incentive Schemes
 - d) Coaching
 - e) Assessment Centre

3. Attempt any 3 out of 5 Marks: 30
 - a) What are non-compensation rewards? How are they useful?
 - b) Compare the different types of feedback interviews
 - c) Analyze the concept of potential appraisal and self appraisal.
 - d) What is benchmarking? How is it useful for an organization practicing performance management?
 - e) List and explain past oriented performance appraisal methods

4. Answer the following questions: Marks: 20
 - a) "A Balance Scorecard enables us to measure not just how we have been doing, but also how well we are doing". Substantiate
 - b) Think of two teachers who have taught you – one whom you consider very good and one whom you consider a poor teacher. What specific behaviors distinguish the two teachers? In your opinion what is the best source of obtaining performance data for appraising performance of teachers? What are the merits and demerits of appraisal of teachers by students?