

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

Programme: DHRM/PGDHRM

Academic year: 2014 – 2015

Subject: Performance Management System

Semester: II

Course : New

Marks : 70

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

Date: 23.06.2014

**Instructions:**

Answer to each new question to be started on a fresh page.  
Figures in brackets indicate full marks

**Q1) Attempt any 2 out of 4**

**Marks : 2x5 = 10**

- a) Key Result Areas (KRAs)
- b) Pitfalls of 360 degree feedback
- c) Balanced Score Card
- d) Performance Counselling

**Q2) Write short notes on : (any 2 out of 5)**

**Marks : 2x5 = 10**

- a) Equity Theory of Motivation
- b) SMART goals
- c) The Critical Incident Method:
- d) Benchmarking
- e) Mentoring

**Q3) Attempt any 3 out of 5**

**Marks : 3x10 = 30**

- a) Explain in detail the concept of MBO
- b) Describe how you would avoid the errors in Performance Appraisals
- c) How would you enhance the effectiveness of feedback ?
- d) Explain the conditions for Successful Team Incentives
- e) Describe on-the-job training methods.

**Q4) Attempt both the questions**

**Marks : 2x10 = 20**

- a) Explain the types of feedback interviews.
- b) Explain the competency mapping process.

\*\*\*\*\*

1/1