

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

Programme: DHRM/PGDHRM

Examination: December 2014
Subject: Performance Management System

Semester: II
Course : New
Marks : 70
Time: 11.00 a.m. to 2.00 p.m.

Date: 05.01.2015

Instructions:

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

Q.1) Attempt any 2 out of 4

(Marks: 2X5=10)

- a) Vroom's Expectancy Theory
- b) Approaches to performance appraisal
- c) Performance standards
- d) Competency model

Q.2) Write Short Notes on any 2 out of 5

(Marks: 2X5=10)

- a) Coaching and mentoring
- b) Porter and Lawler model of motivation
- c) Conditions for effective feedback discussions
- d) Job analysis
- e) Uses of performance appraisal

Q.3) Attempt any 3 out of 5

(Marks: 3X10=30)

- a) What is the significance of performance management system in business strategy?
- b) Discuss performance and development agreement
- c) What are the steps in the appraisal programme?
- d) Give few suggestions to enhance feedback effectiveness
- e) Discuss competency mapping and performance management

Q.4) Attempt both the questions

(Marks: 2X10=20)

- a) What are the common pitfalls in performance management process and ways to avoid them?
- b) Discuss briefly methods of performance appraisal
