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**MBA-10 (Master of Business Administration)/PGDHRM-10  
(Post Graduate Diploma in Human Resource Management)  
M.B.A- Second Year (Fourth Semester)/PGDHRM-Second Semester  
Examination-2012  
Performance and Reward Management  
HR 2307**

**Time: 3 Hours**

**Maximum Marks: 60**

**Note- The question paper is divided into three sections A, B and C**

**Section-A  
(Long Answer Type Questions)**

**Section 'A' contains 04 long answer-type questions of 15 marks each. Learners are required to answers 02 questions only.**

**2×15=30**

1. Explain the process of performance management and analyse the role of a manager in making the process effective.
2. What are the different methods of performance appraisal? Also explain the rationale of the 360<sup>0</sup> appraisal process.
3. 'Knowledge of the importance of compensation management makes you a hard core Human Resource Manager'. In light of this statement explain the objectives and criteria of compensation administration.
4. 'Performance and Development Planning (PDP) is a collaborative process involving both supervisor and employee'. Elucidate

**Section-B**  
**(Short Answer Type Questions)**

**Section 'B' contains 08 short answer type questions of 5 marks each. Learners are required to answer 4 questions only. Answers of short answer-type questions must be restricted to 250 words approximately.**

**4×5 = 20**

**Answer any 04 of the following;**

- 1 Is performance appraisal the same as performance management?
- 2 Why is self- assessment important?
- 3 What are the different forms of group mentoring?
- 4 'The balance score card focuses on the measures that drive the employee performance' Discuss
- 5 Differentiate between performance appraisal and potential appraisal.
- 6 List the conditions which are necessary for successfully introducing Performance Related Pay (PRP).
- 7 Can performance management be a source of change?
- 8 What are fringe benefits?

**Section- C**  
**(Objective Type Questions)**

**Section 'C' contains 10 objective-type questions of 01 mark each. Learners are required to answer all the questions.**

**10×1=10**

**Write True/False against the following.**

- 1 People with low ability and low performance levels are known as work horses.
- 2 Mentoring is a mutually beneficial process.
- 3 Employees desire rewards that are distributed in what seems to be an inequitable manner.
- 4 Learning organisation resorts to single loop learning.

5 Good performance requires role clarity.

**Choose the correct alternative.**

6 Which of the following is sensitive and subtle, involving the use of superior experience to guide, facilitate, motivate, encourage, and thereby enable a manager to more effectively use personal qualities in order to succeed?

- a. Supervision
- b. Counselling
- c. Coaching
- d. Mentoring

7 Which of the following refers to a method of objectively observing and assessing the people in action by experts or HR professionals with the help of various assessment tools and instruments?

- a. Assessment Centre
- b. MBO
- c. Model Centre
- d. Observation Centre

8 Quality-oriented organization primary concern centers around;

- a. Coordination
- b. Communication
- c. Human Resources
- d. Discipline

9..... is a means by which organisations reward employees for their contributions to the business.

- a. Employee Recognition
- b. Gift basket
- c. KRAs
- d. Feedback

10 In which of the following appraisal the judgement is communicated through conversation on the job, over coffee, or by on-the-spot examination of a particular piece of work?

- a. Systematic Appraisal
- b. Informal Appraisal
- c. Formal Appraisal
- d. Instrumental Appraisal