

Reg. No. \_\_\_\_\_

Name: \_\_\_\_\_

**APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY**  
**FIFTH TRIMESTER MBA DEGREE EXAMINATION JANUARY 2019**

**HR – T5 – 7 PERFORMANCE MANAGEMENT**

Max. Marks: 60

Duration: 3 Hours

**Part A**

*Answer all questions. Each question carries 2 marks*

1. Briefly explain Organizational Justice Theory in the context of Performance Management
2. Performance Management follows a set of Principles. Mention any four Principles?
3. State the need for Performance Management
4. Mention any four Characteristics of Constructive Performance Feedback
5. Performance need to be linked with 'Total Rewards'. Explain the concept of 'Total Rewards'?

**Part B**

*Answer any 3 questions. Each question carries 10 marks*

6. If you think that your company's annual Performance Appraisal means you are doing Performance Management, you are wrong. Differentiate
7. The starting point for Performance Planning is provided by the Role Profile. Elucidate
8. Compare the link between the different HR Processes & Performance Management
9. Critically evaluate any 4 Traditional Methods of Performance Appraisal.
10. A performance related pay system can have its advantages and disadvantages. Comment?

**Part C**

*Compulsory question, the question carries 20 marks*

11. As soon as Heather stuck her head in my office and asked me to sit in on her performance appraisal, I knew I had *two* employees who needed some coaching— Heather and her supervisor, Christine. Our company bases many employment decisions on performance appraisals, so the results are important.

When I entered the room, it became apparent that although Heather believed she had been doing a great job, Christine did not agree. Christine recorded Heather's performance as needing improvement overall, but did not offer any reason beyond a vague charge that Heather had a poor attitude and wasn't a team player.

I quickly suggested a small interruption to the meeting, and asked Heather to step out of the room. It soon became clear that the overall problem was Heather's failure to report to work on time. When Heather was late, it impacted her entire work group as the other employees then had to answer Heather's phone calls.

- a. Why don't Heather and Christine agree on Heather's performance? (5)
- b. Where did Christine go wrong? (5)
- c. How can Christine get Heather to agree with her performance review now? (5)
- d. How can this problem be avoided during the next formal performance appraisal session? (5)

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