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## UNIVERSITY OF PETROLEUM AND ENERGY STUDIES

End Semester Examination, May 2018

Program: BBA HR

Subject: Performance Management

Course Code: BBCH113

Semester : IV

Max. Marks : 100

Duration : 3Hrs

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Note: All sections are compulsory.

Section – A (20 Marks)

2 Marks each

### Multiple Choice Questions

1- \_\_\_\_\_ is defined as the record of outcomes produced on a specific job function or activity during a specific time period.

- (A) Performance
- (B) Work function
- (C) Evaluation
- (D) None of the above

2- \_\_\_\_\_ is the personnel activity by means of which the enterprise determines the extent to which the employee is performing the job effectively.

- (A) Job evaluation
- (B) Work evaluation
- (C) Performance evaluation
- (D) None of the above

3- In which evaluation method, the evaluator is asked to describe the strong and weak aspects of the employee's behaviour.

- (A) Graphic rating scale
- (B) Forced choice
- (C) Essay evaluation
- (D) Management by Objective

**4-The following system combines the superior and self-evaluation systems?**

- (A) Graphic rating scale
- (B) Forced choice
- (C) Essay evaluation
- (D) Management by Objective

**5-In this technique, personnel specialists and operating managers prepare lists of statements of very effective and very ineffective behaviour for an employee.**

- (A) Critical incident technique
- (B) Forced choice
- (C) Essay evaluation
- (D) Management by Objective

**6.-The following technique(s) is based on the critical incident approach.**

- (A) Behaviourally anchored rating scales (BARS)
- (B) Critical incident technique
- (C) Both (A) and (B)
- (D) None of the above

**7-Paired comparison method can be used by**

- (A) Superiors
- (B) Peers
- (C) Subordinates
- (D) All of the above

**8-The multiple-input approach to performance feedback is sometimes called \_\_\_\_ degree assessment.**

- (A) 90
- (B) 180
- (C) 270
- (D) 360

**9-a/an \_\_\_\_\_ is a plan or programmes to motivate individual or group performance.**

- (A) Incentive scheme
- (B) Promotion scheme
- (C) Reward
- (D) None of the above

**10- An incentive plan may consist of**

- (A) Monetary
- (B) Nonmonetary
- (C) Both 'monetary' and 'nonmonetary'
- (D) None of the above

### **Section – B (20 Marks)**

**Attempt any four questions:**

**5 Marks each**

1. How PMS is linked with organizational strategy?
2. What do you mean by core competencies explain its characteristics.
3. Explain the various methods of competency mapping.
4. Performance counselling is the heart of the performance management system. Do you agree?
5. Which method of appraisal is most suited for appraising the following categories of employees?
  - a) IT professional
  - b) Telesales
  - c) HR professionals
  - d) R & D Scientist

### **Section – C (30 Marks)**

**Attempt any three:**

**10 marks each**

- Q1. Describe performance appraisal process and explain its main characteristics.
- Q2. What are different compensation plans suitable for different persons?
- Q3. Explain all the methods of performance appraisal in detail.

Q4. Critically examine the importance and role of performance review and performance analysis.

### **Section - D (30 Marks)**

#### **Case Study with Questions for Deliberation (15 marks each)**

In late 2008 the Moose County Health Department convened a wide range of organizations and entities in order to develop a community health improvement plan. This collaboration included community representatives from local hospitals, clinics, community-based organizations, schools, churches as well as the county public health agency. A Moose County Community Health Council (the “Council”) was established; its goal was to improve the overall health of the county’s population through a community-wide health improvement plan that would prevent disease, promote physical and mental health, and better the quality of life within the community. The Council identified common community health values and a health vision for the large metropolitan population it served. In addition, a mission statement was drafted for the local public health system.

In order for the Council to obtain the necessary information for the community health improvement plan, strategies and tools from NACCHO’s MAPP (Mobilizing for Action through Planning and Partnerships) process were used. MAPP includes four assessment activities:

1. Community Health Status Assessment, which attempts to answer the question, “How healthy are our residents?” The compilation of local health data and the examination of changes over time were assessed in comparison with local, state and national level data and with national health objectives established for the year 2010 through the Healthy People 2010 process.
2. Forces of Change Assessment. During this assessment a randomly selected group of participants from the community provided input as to “What is occurring or might occur that affects the health of our community or the local public health system?” As a result of this assessment, the important forces of change affecting the community as well as the potential impacts of those forces.
3. Local Public Health System Assessment, which attempts to answer the question, “How well are essential public health services being provided to our community?” was conducted. The collaborative used tools, consisting of standards and indicators, developed by Public Health Practice Program Office of the Centres for Disease Control and Prevention to perform this assessment.
4. Community Themes and Strengths Assessment, which seeks to identify “What health and health-related issues are important to our community?” Both a survey and a focus group were conducted to examine perceptions of community health and the quality of life within the community.

The Council established a subcommittee that was charged with developing an ordered list of the most important health problems and issues facing the community. The subcommittee was provided with data and information derived from the four assessments. After the compilation and analysis stages were completed, the collaborative refined the vision and mission statements for the community health improvement plan. Health problems and issues were then prioritized, and goals, objectives and work plans were formulated for the priority health needs. The end

result was a community health improvement plan that identified priority community health problems and issues, and delineated plans to achieve targets identified in the plan.

### Questions

1. Which of the four components of performance management are evident in this case study? Which are not?
2. Which specific performance management components in this case study could be enhanced? How?