

Name:

Enrolment No:



UNIVERSITY OF PETROLEUM AND ENERGY STUDIES

End Semester Examination, May 2021

Course: Performance Management

Program: BBA- HRM

Course code: HRES 2003

Semester: IV

Time: 03 Hours

Max. Marks: 100

SECTION A

- 1. Each Question carry 5 marks**
- 2. Instruction : Select the most appropriate answer**

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Q 1	Performance Appraisal can be defined as the systematic evaluation of individuals, with regard to their performance on the job and there Potential for development. (True/False)	[5]	CO1
Q2	Lack of training of Appraisers can be a major problem in Performance Appraisal. (True/False)	[5]	CO1
Q3	Performance appraisal is a data generation system for Strategy conceptualisation and implementation. (True/False)	[5]	CO1
Q4	Despite the arguments against Performance Appraisal, it is necessary for administrative decisions, eliciting desired behaviour, enabling individual growth and personnel development, incorporating human resource planning with the total human resource system and for ____. a) Fulfilling the legal requirements b) competition c) motivation d) Job satisfaction	[5]	CO1
Q5	360-degree appraisal method involves three levels -employee, supervisor and subordinate. (True/False)	[5]	CO1
Q6	31. ACR refers to ____ and PAR refers to ____. a) Annual confidential report and Performance appraisal report b) Annual charge report and Performance appraisal report c) Annual confidential report and person analysis report d) Annual control report and Performance approval report	[5]	CO2
SECTION B			
1. Each Question carry 10 marks 2. Write short / brief notes			
	Background: Dinesh Singh (D.S) heading the Performance Management System at Singh and Singh Sons Pvt Ltd assigned few cases to his subordinate Dharam Kumar (DK). Case 1: There is an employee; Rajesh Singh, who D.S think has the potential to take on new responsibilities. As Rajesh always brings new ideas to the team and makes great suggestions for improving processes and tasks. Case 2: There is an employee; Sonu Tiwari, who isn't meeting the goals D.S and you set together in her last performance review. D.S pointed out where she's not meeting expectations, provided the tools she needed, and helped where D.S can. D.S has assigned you short period monitoring but you're not seeing improvement. Answer Question number 7,8,9 and 10 based upon the above background and case.		
Q7	D.K is confused about the terms coaching and counseling. He asked D.S, "Are they the same thing or, as a manager, do I need to do them both?" In the role of D.S Help D.K by clarifying	[10]	CO2

	the difference between the terms Coaching and Counseling in order to answer his query please.		
Q8	D.S assigned D.K to Submit a report mentioning what development action (coaching, counseling or both) should be taken for Mr. Rajesh Singh and Ms. Sonu Tiwari. Also, he has asked D.K to write justification to support his choice. Please help D.K in identifying the need for coaching/counseling in the above-mentioned cases and justification for the choice.	[10]	CO2
Q9	Identify which out of the two case situation you will apply coaching strategy. Write the coaching process for the case identified by you.	[10]	CO3
Q10	Identify which out of the two case situation you will apply counselling strategy. Write the counselling process for the case identified by you.	[10]	CO3
Q11	In reference to the review meeting what is Fight and Flight Behaviour.	[10]	CO3
SECTION C			
1. Each Question carries 20 marks (Answer Any One) 2. Instruction : Write Long Answer			
Q12	“Performance Appraisal is not merely for appraisal but is for accomplishment and improvement of performance” Discuss.	[20]	CO4