Roll No. ____________

SCHOOL OF MANAGEMENT AND BUSINESS STUDIES
DEPARTMENT OF MANAGEMENT
JAMIA HAMDARD

Examination: - BBA Semester VI, Third Year, Apr 2019

Performance and Compensation Management (Paper no. BBA-H-101)

Time: - 3 Hours

Max. marks: - 75

Section A

Attempt any SIX. All questions carry equal marks (5x6)

1. What is the meaning of Performance management? Explain scope of performance management.
2. "Human factor is the core issue." In the light of this statement explain various objectives of personnel management.
3. Define performance planning. What are the various characteristics of performance planning?
4. "It becomes difficult to link in reward system to performance management". Explain this statement. Also explain various barriers to performance planning.
5. What is performance counselling. Explain various principles of performance counselling?
6. Explain various strategies for improving employee performance.
7. What are the various strategies for effective application of performance management?
8. Explain in detail various factors affecting application of performance management.
9. Write a short note on performance management linked to reward system.

Section B

Attempt any THREE. All questions carry equal marks (15x3)

1. "Performance management process is systematic process of managing and monitoring the employee performance against their key parameters." Justify this statement. Also explain various benefits of Performance management process.

2. What is performance appraisal? Explain in detail past oriented and future oriented methods of performance appraisal.

3. India's service exports have grown rapidly from US$ 4.6 billion to 20.3 billion in 2014-2015, driven largely by the spectacular performance of software exports. Its is estimated that the growth in the year 16-17 was 17% and almost touched US$ 200

billion. IT is the major earner of precious foreign exchange. It is the biggest industry in service sector in terms of both revenue and manpower deployment. McKinsey's projections for growth of revenue in India's IT industry are pegged at US$ 50 billion in exports, US$ 37 billion in domestic sales, totalling to US$ 87 billion.

The following skills and competencies are required for delivering results effectively: Self-motivated, Result focused and fast learner.
You are required to design a typical advertisement for recruitment in this sector considering all the above information about the sector, competencies required etc.

4. (a) What is performance management in practise? (5 marks)
   (b) Explain various characteristics of performance management in practise. (5 marks)
   (c) Briefly explain the process of performance management in practise. (5marks)

5. (a) What is meaning of reward management? Also explain its objectives. (7 marks)
   (b) What are the various components of reward management system? (8 marks)

6. Explain concept, characteristics and components of performance teams.