Program:	**TY B.COM (MS)**	**Semester:**	**V**	**Program Code:**	**UGMS02**
Course:	**Performance Management**			**Course Code:**	**NUMS515**

Duration: 1 Hour **Examination Pattern:** NEP Autonomous External **Max. Marks:** 30

Instructions:

1. All questions are compulsory.
2. Figures to the right indicate full marks.
3. Draw neat diagrams wherever necessary.
4. CO (Course Outcome), KL (Knowledge Level).

Examination:

REGULAR

Q. 1	(A)	Case Study	[05]	CO's	KL's
		Google follows a structured performance management process. Employees set goals at the beginning of the year using the OKR (Objectives and Key Results) system. Managers regularly review progress and provide feedback. Instead of waiting for annual appraisals, employees receive continuous guidance. Questions: 1. Identify the performance management process followed by Google. 2. How does continuous feedback improve employee performance?	02 03	CO2 CO4	L4
	(B)	**Fill in the blanks with an appropriate answer from the alternatives given.**	(05)		

I	Which of the following is a feature of Performance Management?					CO1	L1
	a.	Only annual evaluation	b.	Continuous process			
	c.	No feedback	d.	No goal setting			
II	What is the main purpose of performance monitoring?						
	a.	To identify problems early	b.	To avoid feedback			
	c.	To reduce communication	d.	To eliminate goals			
III	A 360-degree feedback system collects feedback from:					CO2	
	a.	Only the supervisor	b.	Multiple sources			
	c.	Only customers	d.	Only subordinates		CO3	

		IV	Potential appraisal primarily evaluates						
			a.	Past salary	b.	Future capabilities			
			c.	Attendance only	d.	Customer complaints			
		V	Gamification in performance management uses:						
			a.	Game elements at work	b.	Only financial rewards			
			c.	Annual appraisals only	d.	No performance tracking			
Q. 2		**Attempt the following.**					**[10]**	**CO's**	**L's**
	(a)	Discuss the major stages of the Performance Management Cycle in an organization.						**CO1**	**L2**
		OR							
	(b)	Explain the concept of a 360-Degree Feedback System and describe its key features.						**CO2**	**L2**
Q. 3		**Attempt the following.**					**[10]**	**CO's**	**KL'**
	(a)	Explain how linking Performance Management with compensation can influence employee motivation and organizational performance.						**CO1**	**L3**
		OR							
	(b)	Analyze the major ethical issues in Performance Management and evaluate the role of a Code of Ethics in developing an ethical performance culture.						**CO4**	**L5**

- - X - - X - -