

MBHR 3002 R/MBGN 3002 R

M.B.A. DEGREE EXAMINATION, MAY 2026.

Third Semester

Human Resource Management/General

PERFORMANCE MANAGEMENT

(2023 Regulation)

Time : Three hours

Maximum : 75 marks

PART A — (5 × 4 = 20 marks)

Answer any FIVE questions.

1. Identify the four dimensions of performance.
2. Differentiate between organizational dynamics and employee performance.
3. Interpret the objectives of team building.
4. Describe the importance of team empowerment.
5. State the features of employee morale.
6. Identify the benefits of reward-based appraisal.

7. Highlight the characteristics of performance management in MNCs.
8. State four examples of ethical concerns in appraisal systems.

PART B — (5 × 8 = 40 marks)

Answer any FIVE questions.

9. Discuss the factors that facilitate organizations to improve performance.
10. Explain the challenges in implementing performance management systems.
11. Describe the methods and benefits of team building in organizations.
12. Discuss the perspectives and potential of team building in employee performance.
13. Explain the relationship between organizational structure and employee motivation.
14. Discuss the influence of leadership-based appraisal on employee performance.
15. Examine the impact of industrial restructuring on employee performance.
16. Evaluate ethical responsibilities of managers in performance appraisal.

PART C — (1 × 15 = 15 marks)

Answer the following.

17. Case Study (Compulsory)

At Delta Inc., the HR team noticed declining morale among employees. Managers introduced a team-based appraisal system focusing on collaboration, skill development, and leadership. Employees were also encouraged to participate in Quality Circles to solve internal work problems. Over time, employee engagement and performance levels increased.

Questions:

- (a) How does a team-based appraisal system influence employee motivation?
- (b) Discuss the role of Quality Circles in improving organizational performance.
- (c) In what way can changes in organizational structure impact morale?
- (d) Analyze the benefits of competency-based and leadership-based appraisals in this context.