

**D 140027**

(Pages : 2)

Name.....

Reg. No.....

**SIXTH SEMESTER (CBCSS—UG) DEGREE EXAMINATION****APRIL 2026**

B.B.A.

BBA 6B 15—PERFORMANCE MANAGEMENT

(HUMAN RESOURCE MANAGEMENT ELECTIVE)

(2020 Admission onwards)

Time : Two Hours and a Half

Maximum : 80 Marks

**Part A***Answer all questions.*

1. What do you meant by Common Metrics Questionnaire ?
2. What do you meant by Performance Dimensions ?
3. What is Human Resource Accounting Method ?
4. What are the principles of feedback in Performance Management ?
5. Define future jobs.
6. What do you meant by Assessment Centre ?
7. What is Position Analysis Questionnaire ?
8. What is Performance Management Linked Reward System ?
9. Define appropriate reward system.
10. What are the advantages of Reward system ?
11. Define Competency Mapping.
12. Explain the role of Counselling in Performance appraisal.
13. What is BARS ?
14. What do you meant by destructive feedback ?
15. Define Potential Appraisal.

(15 × 2 = 30, Maximum ceiling 25 marks)

**Turn over**

**Part B**

*Answer all questions.*

16. Discuss the difference between mapping future jobs and single incumbent jobs.
17. Explain the factors affecting effective use of Performance management
18. What are the principles of performance appraisal feedback ?
19. What are the major limitations of Performance Related rewards ?
20. Explain the necessity and usage of performance appraisal.
21. What are the disadvantages of 360-degree performance appraisal ?
22. What are the methods of performance appraisal ?
23. Explain the need and significance of performance planning.

(8 × 5 = 40, Maximum ceiling 35 Marks)

**Part C**

*Answer any two questions.  
Each question carries 10 marks.*

24. Explain competency mapping and the procedure of competency mapping.
25. Explain the process and operation of 360degree Performance appraisal system.
26. Explain the steps in Performance Planning Process.
27. Explain the different strategies in effective performance management implementation.

(2 × 10 = 20 marks)

**D 140027-A**

(Pages : 5)

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APRIL 2026**

B.B.A.

**BBA 6B 15—PERFORMANCE MANAGEMENT  
(HUMAN RESOURCE MANAGEMENT ELECTIVE)**

(2020 Admission onwards)

(Multiple Choice Questions for SDE Candidates)

**Time : 15 Minutes****Total No. of Questions : 20****Maximum : 20 Marks****INSTRUCTIONS TO THE CANDIDATE**

1. This Question Paper carries Multiple Choice Questions from 1 to 20.
2. The candidate should check that the question paper supplied to him/her contains all the 20 questions in serial order.
3. Each question is provided with choices (A), (B), (C) and (D) having one correct answer. Choose the correct answer and enter it in the main answer-book.
4. The MCQ question paper will be supplied after the completion of the descriptive examination.

BBA 6B 15—PERFORMANCE MANAGEMENT  
(HUMAN RESOURCE MGT ELECTIVE)

(Multiple Choice Questions for SDE Candidates)

1. The first thing to do when you discover a performance gap is :
  - (A) Analyze the possible causes and solutions to the gap.
  - (B) Determine why no one told you about the gap.
  - (C) Investigate the gap to see whether it is positive or negative.
  - (D) Find out whether the employee is trying to eliminate the gap.
2. The key to an effective performance appraisal is to have a :
  - (A) Well-defined form.
  - (B) Three-tier rating system.
  - (C) Two-way discussion.
  - (D) BARS method to evaluate performance.
3. One benefit of using non-monetary rewards is that they :
  - (A) Can easily be eliminated.
  - (B) Can be linked to organization strategy.
  - (C) Will be accepted by employees regardless of the reward.
  - (D) Reduce the need to give employees positive feedback.
4. One of the main reasons for performance gaps is the lack of :
  - (A) Good employee attitudes.
  - (B) Management feedback.
  - (C) Performance charts and graphs.
  - (D) Time available to properly train employees.

5. Which is the biggest challenge faced while conducting performance appraisal ?
- (A) Evaluating performance of self - managed teams.
  - (B) Presence of a formal appeal process.
  - (C) Appraisals based on traits are to be avoided.
  - (D) None of the above.
6. Ranking of all employees measuring a specific trait by making pairs of employees is called :
- (A) Graphic rating scale method.      (B) Management by objectives.
  - (C) Alternation ranking method.      (D) Paired comparison method.
7. \_\_\_\_\_ is an objective assessment of an individual's performance against well-defined benchmarks.
- (A) Performance Appraisal.
  - (B) HR Planning.
  - (C) Information for goal identification.
  - (D) None of these.
8. In 360-degree feedback, ratings are collected from.
- (A) Supervisors.      (B) Subordinates.
  - (C) Peers.      (D) All of these.
9. An evaluation process of employee's performance, in comparison to set standards is called :
- (A) Performance appraisal.      (B) Compensation.
  - (C) Counselling.      (D) Design of evaluation.
10. \_\_\_\_\_ is not a step of performance appraisal.
- (A) Communicating standards.      (B) Comparing actual with standards.
  - (C) Discussing the results.      (D) Adjusting the standards.

Turn over

11. The actual performance of an individual is measured in terms of its \_\_\_\_\_.
- (A) Input and output. (B) Efficiency and effectiveness.  
(C) Returns to the organization. (D) Business earned by him.
12. The demonstrable skills, knowledge or behaviours that enable employee's performance are called \_\_\_\_\_.
- (A) Competencies. (B) Job description.  
(C) Job specification. (D) Job evaluation.
13. A \_\_\_\_\_ is a written description of the competencies required for fully successful or exemplary performance in a job category, work team, department, division, or organization.
- (A) Competency model. (B) Components of competency.  
(C) Competencies. (D) Competency framework.
14. Total \_\_\_\_\_ can be understood as an employee's salary, benefits, and short and long-term incentives, and rewards or recognition for achieving specific performance goals.
- (A) Recruitment and selection. (B) Reward.  
(C) Performance management. (D) Training.
15. \_\_\_\_\_ for which organizations create levels based on the acquisition of skills linked to the mastery of various work processes.
- (A) Skill based pay. (B) Excellence.  
(C) Performance. (D) Standard.
16. \_\_\_\_\_, which are meant to encourage desired performance, are either monetary or nonmonetary.
- (A) Incentive. (B) Bonus.  
(C) Salary. (D) Wages.

17. \_\_\_\_\_ identifies an individual's strengths and weaknesses in order to help them better understand themselves and to show them where career development efforts need to be directed.
- (A) Competency mapping. (B) Competency model.  
(C) Competency framework. (D) Competencies.
18. Which company first developed the 360-degree system of appraisal ?
- (A) Wipro in 1990. (B) Godrej Soaps in 1991.  
(C) General Electric, US in 1992. (D) None of these.
19. Willingness, capacity and opportunity to perform are said to be :
- (A) Performance outcomes. (B) Determinants of performance.  
(C) Performance appraisals. (D) Types of performance standards.
20. What do performance appraisals measure ?
- (A) Generic dimensions of performance.  
(B) Performance of actual duties.  
(C) Employee competency.  
(D) All of these.