

**SVKM's NMIMS**  
**NMIMS – GLOBAL ACCESS SCHOOL FOR CONTINUING EDUCATION**

Programme: DHRM/PGDHRM

Examination: April 2018  
Subject: Performance Management System

Semester: II  
Course : New  
Marks : 70  
Time: 11.00 a.m. to 2.00 p.m.

Date: 22.4.2018

**Instructions:**

1. Answer to each new question to be started on a fresh page.
2. Figures in bracket indicate full marks.

**Q.1) Attempt any 2 out of 4**

(Marks: 2X5=10)

- a) What is Performance Appraisal?
- b) List down the guidelines for performance appraisal
- c) State the advantages of 360-degree Appraisal, for employees
- d) Explain the main steps of MBO

**Q.2) Write Short Notes on any 2 out of 5**

(Marks: 2X5=10)

- a) Positive Feedback/Praise
- b) Vroom's Expectancy Theory
- c) Assessment Centre
- d) Balance Score Card
- e) Characteristics of MBO

**Q.3) Attempt any 3 out of 5**

(Marks: 3X10=30)

- a) How would you enhance feedback effectiveness? Provide suggestions.
- b) Explain the steps for introducing performance appraisal system
- c) What are errors that can occur during performance appraisal
- d) Describe the Concerns and Issues in Appraisal
- e) List down the components of Performance Appraisal used by organisations.

**Q.4) Attempt both the questions**

(Marks: 2X10=20)

- a) Rahul has just joined Blue-Star logistics as an HR. Help Rahul understand which behaviour should be reinforced through reward.
- b) Simmi is a student of HRM is pursuing internship at a small private firm, "Maya Informatics". Could you, as a Senior HR of Maya, help Simmi understand the steps to develop appraisal program according to Pigeon and Myers.