Third Semester MBA Degree Examination, Dec.09-Jan.10 **Performance Management and Competency Mapping**

Time: 3 hrs.

Max. Marks:100

Note: 1. Answer any TWO questions, from Part A and Part B. 2. Part C is compulsory.

PART - A

1	a	POLIOIIIIIIILE IIIANAMAMA	
	b	what are the dangers of a poorly implement to a	(03 Marks)
	c	What are the dangers of a poorly implemented performance management system? What is not for the dangers of an ideal performance management system?	(07 Marks)
2	a.	What is performance appraisal?	(10 Marks)
	b.	what are the different approaches to measure need.	(03 Marks)
	c.	and the fotel's chois? Explain.	(07 Marks)
3	a.	That are the deleminante of nortown and o	(10 Marks)
	b. c.	What are the roles of 360° feedback system? What are the roles of a performance consultant?	(03 Marks) (07 Marks)
4	a.	What is the need for a performance consultant?	(10 Marks)
	b.	what are the benefits of performance based many 1	(03 Marks)
	c.	What are the skills required by an appraiser?	(07 Marks)
		· · · · · · · · · · · · · · · · · · ·	10 Marks)
5	a.	Define competency. Piccompetency.	
	b.	Differentiate between core and job – specific competencies. What are the various data collection.	03 Marks)
	c.	the various data collection methods to man competence?	07 Marks)
6	a.	For Which HR decisions, competency pro-51	l0 Marks)
		··· ··· ··· ··· ··· ·· · · · · · · · ·	3 Marks)
	c.		7 Marks)
7		What is data analysis?	0 Marks)
	b.	What is data analysis?	3 Marks)
	c.	How do you validate competency models?	7 Marks)
8		11) Marks)
o		PART - C	· ····································

PART - C

Roshan works in the training department of a large IT company. He is in charge of designing and delivering interpersonal skills training, including communication skills training and networking. Roshan has excellent knowledge of how to design a training class. He has also conducted research on what good communication consists of, how to network and what new managers need to know to be successful. However, individuals who attend Roshan's training classes often give him low rating, stating that he has a hard time answering specific questions in classes and that he does not seem approachable after the classes when individuals want to ask questions. You are Roshan's manager.

- a. What is causing Roshan's poor performance deficiency in declarative knowledge or
- b. Which performance measurement approach is more suited to measure Roshan's performance - result or behavioral approach?
- c. How will you prepare for performance appraisal of Roshan?

(05 Marks)

d. What can be done to remedy Roshan's performance problem?

(05 Marks) (05 Marks)