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NOIDA INSTITUTE OF ENGINEERING AND TECHNOLOGY, GREATER NOIDA

(An Autonomous Institute Affiliated to AKTU, Lucknow)

M.B.A.

SEM: III - THEORY EXAMINATION (2022 - 2023)

Subject: Performance and Reward Management

Time: 3 Hours

Max. Marks: 100

General Instructions:

IMP: Verify that you have received the question paper with the correct course, code, branch etc.

1. This Question paper comprises of three Sections -A, B, & C. It consists of Multiple Choice Questions (MCQ's) & Subjective type questions.
2. Maximum marks for each question are indicated on right -hand side of each question.
3. Illustrate your answers with neat sketches wherever necessary.
4. Assume suitable data if necessary.
5. Preferably, write the answers in sequential order.
6. No sheet should be left blank. Any written material after a blank sheet will not be evaluated/checked.

SECTION A

20

1. Attempt all parts:-

- 1-a. The key performance indicator is \_\_\_\_\_. (CO1) 1
- (a) Customer Satisfaction
- (b) Revenue generation
- (c) Client retention
- (d) All of the above
- 1-b. Performance appraisal is also known as \_\_\_\_\_ or \_\_\_\_\_. (CO1) 1
- (a) Performance review , Loss review
- (b) Performance review, Annual review
- (c) Loss review ,Annual review
- (d) Discount review, Loss review
- 1-c. The system of ranking jobs in a firm on the basis of the relevant characteristics, duties, and responsibilities is known as \_\_\_\_\_. (CO2) 1
- (a) Job evaluation
- (b) Job design

- (c) Job specification
- (d) Job description
- 1-d. Traditional methods of performance appraisal emphasize on \_\_\_\_\_. (CO2) 1
- (a) Job achievement
- (b) Personality traits
- (c) Managerial functions
- (d) Behavioral functions
- 1-e. \_\_\_\_\_ best describes the process of benchmarking. (CO3) 1
- (a) Comparison of actual performance with budget
- (b) Comparison of the costs of one product with another
- (c) Comparison of direct competitors' performance
- (d) Comparison of the performance of one operation or business with another
- 1-f. Succession Planning is developing employees in a structured plan to \_\_\_\_\_. (CO3) 1
- (a) Replace Leaders
- (b) Replace Management
- (c) Support Leaders
- (d) Support Management
- 1-g. A \_\_\_\_\_ is a written record of the duties, responsibilities and conditions of the job. (CO4) 1
- (a) Job ranking
- (b) Job enrichment
- (c) Job description
- (d) Job enlargement
- 1-h. When an organization shares its financial success and encourages employee identity with organization's success, it is known as \_\_\_\_\_. (CO4) 1
- (a) Surplus sharing
- (b) Profit sharing
- (c) Loss sharing
- (d) Profit and Loss sharing
- 1-i. The \_\_\_\_\_ is paid only at the time of employees exit after serving more than five years. (CO5) 1
- (a) Perquisites
- (b) Claims

	(c) Gratuity	
	(d) Allowances	
1-j.	The _____ refers to monetary benefits offered and provided to employees in return of the services they provide to the organization. (CO5)	1
	(a) Direct Compensation	
	(b) Indirect Compensation	
	(c) Performance compensation	
	(d) None of the above	
2.	Attempt all parts:-	
2.a.	State any two attributes of performance planning. (CO1)	2
2.b.	Mention the objectives of BARS Method. (CO2)	2
2.c.	Define Career Development. (CO3)	2
2.d.	Describe Wage differentials. (CO4)	2
2.e.	Explain the linkage of ESOP with productivity. (CO5)	2
	SECTION B	30
3.	Answer any <u>five</u> of the following:-	
3-a.	Discuss why Performance management is necessary? Explain its attributes in detail. (CO1)	6
3-b.	Discuss the concept, scope and challenges of Performance management. (CO1)	6
3-c.	Discuss traditional methods of Performance management. (CO2)	6
3-d.	Explain the concept and functions of Human Resource Development. (CO2)	6
3.e.	Describe competency mapping and discuss different systems and practices used to measure the competency of workforce. (CO3)	6
3.f.	Describe different types of compensation given by any organization. (CO4)	6
3.g.	Explain the legal framework for payment of salaries. (CO5)	6
	SECTION C	50
4.	Answer any <u>one</u> of the following:-	
4-a.	Elaborate the various steps in performance management system. (CO1)	10
4-b.	Being an HR manager , what criteria (KRA, KPI or KSA) would you adopt to develop and implement performance management system into your organization. Discuss in detail. (CO1)	10
5.	Answer any <u>one</u> of the following:-	
5-a.	Discuss the objectives and various components of 360 degree performance appraisal in	10

detail. (CO2)

5-b. State the modern performance appraisal methods. Discuss the concept of MBO in detail. 10  
(CO2)

6. Answer any one of the following:-

6-a. Write short notes on: a) Assessment Centre b) Psychometric Tests c) Interview Techniques 10  
(CO3)

6-b. Describe the potential appraisal and its uses with examples. (CO3) 10

7. Answer any one of the following:-

7-a. Define the term Incentive. Discuss the different types of Incentive plans. (CO4) 10

7-b. Describe in detail about Fair Wage, Living wage, and minimum Wage. (CO4) 10

8. Answer any one of the following:-

8-a. "Fringe benefits are normally used as an informal way rather than an ethical motivation in an organization"- Critically evaluate this statement. (CO5) 10

8-b. In light of the following statement explain the objectives and criteria of Compensation administration. 'Knowing the importance of Compensation management can make you a hard core Human Resource Manager'. (CO5) 10