



INSTITUTE OF AERONAUTICAL ENGINEERING

(Autonomous)

Dundigal, Hyderabad - 500 043

MASTER OF BUSINESS ADMINISTRATION TUTORIAL QUESTION BANK

Course Name	:	PERFORMANCE MANAGEMENT
Course Code	:	CMB407
Class	:	M.B.A III Semester
Branch	:	M.B.A
Academic Year	:	2018– 2019
Course Coordinator	:	Ms. B.SWATHI, Assistant Professor, MBA
Course Faculty	:	Ms. B.SWATHI, Assistant Professor, MBA

COURSE OBJECTIVES (COs):

The course should enable the students to:

I	Identify the performance needs and its concepts.
II	Apply different performance methods in an organization.
III	Design the performance methods and employee development strategies.
IV	Suggest the principles and procedures can be applied to different kinds of appraisal activities.
	Be aware of major roles in performance management

COURSE LEARNING OUTCOMES (CLOs):

Students, who complete the course, will have demonstrated the ability to do the following:

S.No	Description
CMB407.01	Understand the concept of performance management and reward systems in context.
CMB407.02	Illustrate the performance management process and performance management strategic planning.
CMB407.03	Examine the concept of choosing a measurement approach, measuring results and behaviors.
CMB407.04	Demonstrate gathering performance information and implementing performance management system.
CMB407.05	Analyze the appraisal procedure in different types of organizations and also know the recent trends in an organization.
CMB407.06	State the concepts of performance management and employee development.
CMB407.07	Examine the performance management skills and the case on implementation of 360 degree feedback system.
CMB407.08	Discuss reward systems, legal issues and managing team performance.
CMB407.09	Elucidate relevant performance related concepts like benchmarking, six sigma and competency mapping.
CMB407.10	Express the relevant performance related concepts like balance scorecard, coaching,

	mentoring Pygmalion effect and job analysis.
--	--

TUTORIAL QUESTION BANK

S.No	QUESTION	Blooms Taxonomy Level	Course Learning Outcomes (CLOs)
UNIT-I			
PERFORMANCE MANAGEMENT AND REWARD SYSTEM			
PART-A(SHORT ANSWER QUESTIONS)			
1	Define performance and explain determinants of performance management.	Remember	CCMB407.01
2	Explain some characteristics of performance management.	Understand	CCMB407.01
3	Explain some definitions of the performance management.	Understand	CCMB407.01
4	Discuss about recruitment process in on effective organizations.	Remember	CCMB407.01
5	Explain about selection steps and advantages of selection process in on organization.	Understand	CCMB407.01
6	Discuss about trait approach and its advantages.	Remember	CCMB407.01
7	Explain about functions of the performance management and develop the performance plans	Understand	CCMB407.01
8	What is mean by gain-sharing techniques and features of gain-sharing?	Remember	CCMB407.01
9	Explain of effective and ineffective performance	Understand	CCMB407.01
10	Discuss about improve performance standards of employees	Remember	CCMB407.02
11	Distinguish characteristics of reward system and objectives of reward system.	Understand	CCMB407.02
12	Explain about performance assessment	Remember	CCMB407.02
13	Define performance review and performance renewal,recontracting	Understand	CCMB407.02
14	Discuss about strategic planning and purpose of strategic planning	Remember	CCMB407.02
PART-B (LONG ANSWER QUESTIONS)			
1	Write short notes on performance management and appraisal process in on organization.	Understand	CCMB407.01
2	Briefly explain strategic performance management process.	Remember	CCMB407.01
3	Define the term performance management and explain the characteristics of an ideal performance management system	Understand	CCMB407.01
4	Discuss the purposes of performance management system	Remember	CCMB407.01
5	Define performance management and the scope of concerns performance management	Understand	CCMB407.01
6	Define reward and reward system state the objectives and elements of reward system	Remember	CCMB407.02

S.No	QUESTION	Blooms Taxonomy Level	Course Learning Outcomes (CLOs)
7	Explain the link between reward system and performance	Understand	CCMB407.02
8	Define and distinguish financial and non-financial rewards	Understand	CCMB407.02
9	Define strategic planning enlist the key purposes of a strategic plan	Remember	CCMB407.01
10	Briefly explain strategic performance management	Remember	CCMB407.02
11	What components would you consider for strategic planning in performance management?	Understand	CCMB407.02
12	List out the disadvantages of poorly implemented performance management system.	Remember	CCMB407.02
13	Elaborate advantages of performance management system.	Understand	CCMB407.02
14	Discuss in detail the concept of reward systems with respect to performance management.	Remember	CCMB407.02
15	State the characteristics and principles of reward system in on organization.	Understand	CCMB407.02
16	How does reward system enhance the performance of employee in on organization discuss.	Analyze	CCMB407.02
17	Define and distinguish financial and non-financial rewards	Define	CCMB407.02
18	Explain the various types of returns in the reward process	Remember	CCMB407.02
19	Discuss in detail the various steps involved in performance management process.	Remember	CCMB407.02
20	Explain how strategic plans determine various choices regarding individual and team performance management system design.	Understand	CCMB407.02
UNIT-II			
PERFORMANCE MEASUREMENT			
PART-A(SHORT ANSWER QUESTIONS)			
1	Define performance and choosing a measurement approach.	Remember	CCMB407..03
2	Differentiate between a)task performance b)contextual performance	Understand	CCMB407..03
3	Explain determinants of performance and explain procedural knowledge determinant.	Remember	CCMB407.03
4	Define objectives and write about advantages of objectives.	Remember	CCMB407..03
5	Explain about behavior checklist method its disadvantages of check list method.	Understand	CCMB407.03
6	Explain about graphic incident method and its feature of graphical incident methods.	Remember	CCMB407.04
7	Discuss characteristics of determining performance standards	Understand	CCMB407.04
8	Explain about improvements of performance rating system.	Understand	CCMB407.04
9	Discuss how does performance management fit into strategy and how does it works.	Remember	CCMB407.04
10	Define different types of biases that effect the effectiveness of communication plan	Understand	CCMB407.04

S.No	QUESTION	Blooms Taxonomy Level	Course Learning Outcomes (CLOs)
11	Define training programs for the acquisition of required skills.	Understand	CCMB407.04
12	Discuss about judge mental strategy and write about its advantages.	Remember	CCMB407.04
13	Explain unit-level and organization-level performance in on organizations?	Remember	CCMB407.04
14	Define paired comparison method write about advantages, disadvantages of paired method.	Understand	CCMB407.04
15	Define how performance management is related to other initiatives.	Remember	CCMB407.04
PART-B(LONG ANSWER QUESTIONS)			
1	Write short notes on characteristics of appraisal forms?	Remember	CCMB407.03
2	Briefly explain about the different types approaches of performance management	Remember	CCMB407.03
3	Explain the advantages and dis advantages of various approaches of measuring performance	Understand	CCMB407.03
4	Define performance standards explain its characteristics state the examples of performance standards	Understand	CCMB407.03
5	How do you determine overall rating of performance discuss the main strategies used to obtain an overall performance rating	Remember	CCMB407.03
6	Explain the following a)appraisal period b)number of formal meeting between superiors and subordinates	Understand	CCMB407.03
7	Enumerate the various differences between performance appraisal and performance management	Remember	CCMB407.03
8	Discuss the various source of performance information does disagreements across source create any problem.	Understand	CCMB407.04
9	Explain the following a)behavioral observation training b)self-leadership training c)self-efficacy training for raters	Remember	CCMB407.04
10	Discuss the role of human resource managers in implementation of performance management system.	Remember	CCMB407.04
11	Elaborate in detail different types of systems used to measure competencies.	Understand	CCMB407.04
12	Enumerate the various differences between performance appraisal and performance management.	Analyze	CCMB407.04
13	Explain performance management systems and appraisal practices in India.	Remember	CCMB407.04
14	How rating distortion can be prevented through rater training programs.	Understand	CCMB407.04
15	Discuss the crucial steps to be considered before implementing performance management system.	Understand	CCMB407.04
UNIT-III			
PERFORMANCE MANAGEMENT SKILLS			
PART-A(SHORT ANSWER QUESTIONS)			
1	Explain the concept of coaching	Remember	CCMB407.05
2	Discuss employee performance standards.	Remember	CCMB407.05
3	Explain types of coaching and its advantages	Understand	CCMB407.05

S.No	QUESTION	Blooms Taxonomy Level	Course Learning Outcomes (CLOs)
4	Describe positive feedback process in on work environment.	Understand	CCMB407.05
5	Write about concurrent coaching technics	Remember	CCMB407.05
6	Define on job training method and its objectives.	Understand	CCMB407.06
7	Explain job rotation process.	Remember	CCMB407.06
8	Discuss task management	Remember	CCMB407.06
9	What are the objectives and benefits of human resources planning?	Understand	CCMB407.06
1	What is mean by performance feedback process?	Remember	CCMB407.05
2	Explain personal development plans	Remember	CCMB407.05
3	Describe the difference between coaching and training.	Understand	CCMB407.05
4	Explain different management skills	Understand	CCMB407.05
5	Discuss characteristics of good 360 degree feedback system in on organizations.	Remember	CCMB407.05
6	Define personal development plans.	Understand	CCMB407.06
7	Explain about enrich the employees work experiences..	Remember	CCMB407.06
8	Write about advantages of 360-degree feedback systems.	Remember	CCMB407.06
9	Discuss approval and appeals process.	Remember	CCMB407.06
10	Explain the purpose of the meeting,	Remember	CCMB407.06
PART-B (LONG ANSWER QUESTIONS)			
1	Define the terms positive feedback and negative feedback with examples	Understand	CCMB407.05
2	Explain briefly different types of coaching	Remember	CCMB407.05
3	What are personal development plans explain the objectives of personal development plans.	Understand	CCMB407.05
4	Explain the contents of development plan enlist development activities give an examples of a development plan form.	Remember	CCMB407.05
5	Briefly explain the concept of 360 degree feedback and mention how it helps increase the performance of employees	Remember	CCMB407.05
6	Explain the guiding principles that provide a good framework for understanding successful coaching state the functions of coaching	Understand	CCMB407.06
7	Define feedback what is the purpose of providing a feedback suggest some guidelines for enhancing the feedback	Remember	CCMB407.06
8	Write short notes on a)personal development plans b) Performance feedback.	Remember	CCMB407.06

S.No	QUESTION	Blooms Taxonomy Level	Course Learning Outcomes (CLOs)
9	What is performance review discussion give suggestion to supervisors to avoid defensive responses	Understand	CCMB407.06
1	Define membership or leadership role in professional or trade organizations.	Understand	CCMB407.05
2	Explain about set goals for meeting these needs, personal development objectives.	Understand	CCMB407.05
3	Discuss about direct supervisor role for employee development plans in on organization.	Understand	CCMB407.05
4	Write about components of 360 degree performance appraisal and objectives of 360 degree performance appraisal.	Understand	CCMB407.05
5	Explain developmental activities and performance.	Understand	CCMB407.05
6	What are the different methods of collecting job analysis information and what are the advantages and disadvantages of each techniques.	Remember	CCMB407.06
7	Managerial appraisal suggested by Harold koontz is just an extension of performance appraisal concept to managers and it is not a new concept.	Remember	CCMB407.06
8	Evaluate the significances of performance appraisal in an educational how would you make it more effective?	Remember	CCMB407.06
9	Distinguish performance appraisal from potential appraisal.	Remember	CCMB407.06
10	Management by objectives is not a technique of performance appraisal but it denotes a systematic process of performance appraisal, explain critically.	Remember	CCMB407.06
UNIT-IV			
REWARD SYSTEMS			
PART-A(SHORT ANSWER QUESTIONS)			
1	Explain the concept team performance	Remember	CCMB407.07
2	Define traditional pay plan	Understand	CCMB407.07
3	Write about teams performance.	Remember	CCMB407.07
4	Discuss about gain sharing	Understand	CCMB407.07
5	Explain pay structure	Understand	CCMB407.07
6	Define collective wisdom	Remember	CCMB407..07
7	Define intrinsic rewards	Understand	CCMB407..08
8	Define contingent pay plan	Remember	CCMB407..08
9	What is broad banding	Understand	CCMB407..08
10	Define on time rewards	Remember	CCMB407..08
PART-B(LONG ANSWER QUESTIONS)			
1	What you mean by reward system what are the types of reward systems related with performance management system and show how they are different from each other?	Understand	CCMB407..07
2	What is performance related pay state its features advantages and disadvantages?	Remember	CCMB407..07

S.No	QUESTION	Blooms Taxonomy Level	Course Learning Outcomes (CLOs)
3	State the reasons for introducing contingent pay plans and what are the factors to be considered while selecting an effective contingent pay plan	Understand	CCMB407..07
4	Define pay structure explain the role of job evaluation and broad banding in designing a pay structure	Remember	CCMB407..07
5	Discuss in detail the role of six legal principles in the implementation of performance management system also discuss various measures adopted for resolving legal issues in performance management	Understand	CCMB407..07
6	Define the term 'Team state its characteristics and significance in an organization	Understand	CCMB407..07
7	Write short notes on a)job evaluation b)challenges of team performance management	Remember	CCMB407..08
8	Define job descriptions must be linked to the organizations and the units strategic plans.	Remember	CCMB407..08
9	Explain in detail the concept of rewarding team performance discusses various reward strategies for improving employee performance with example.	Remember	CCMB407..08
10	Explain the six guiding principles/strategies for designing a performance management system including team performance	Understand	CCMB407..08
11	What are different types of teams explain?	Understand	CCMB407..08
12	How does reward system enhance the performance of employee in on organization discuss.	Remember	CCMB407..08
13	State the characteristics and principles of reward system	Understand	CCMB407..08
14	Explain the various types of returns in the reward system.	Remember	CCMB407..08
15	What is environmental analysis explain the trends to be consider in conducting an environmental analysis.	Understand	CCMB407..08
UNIT-V			
PERFORMANCE RELETED CONCEPTS			
PART-A(SHORT ANSWER QUESTIONS)			
1	Define of benchmarking and its features.	Understand	CCMB407..09
2	Define six sigma and its advantages.	Understand	CCMB407..09
3	Explain mentoring advantages.	Understand	CCMB407..09
4	Explain balance scorecard concepts.	Remember	CCMB407..09
5	Explain about job analysis and job rotation.	Remember	CCMB407..09
6	Write about advantages of benchmarking	Understand	CCMB407..09
7	Discuss accuracy and its importance.	Remember	CCMB407..10
8	Define reproducibility	Understand	CCMB407..10
9	Define checklists write its features.	Understand	CCMB407..10

S.No	QUESTION	Blooms Taxonomy Level	Course Learning Outcomes (CLOs)
10	Explain one-to-one mentoring	Remember	CCMB407..10
11	Explain DMAIC	Remember	CCMB407..10
12	Discuss competency mapping	Understand	CCMB407..10
13	Explain E-mentoring	Understand	CCMB407..10
14	Explain about Pygmalion effect	Remember	CCMB407..10
15	Define formal mentoring	Understand	CCMB407..10
PART-B(LONG ANSWER QUESTIONS)			
1	Differentiate between traditional job analysis and competency- based job analysis	Remember	CCMB407..09
2	What are the four levels/approaches of benchmarking discuss the various points to be considered during benchmarking process	Remember	CCMB407..09
3	Explain briefly a)the role of six-sigma in HR function b)the role of six-sigma team in six-sigma process	Understand	CCMB407..09
4	Explain competency causal flow model	Understand	CCMB407..09
5	Explain briefly a)building competency models b)profiling competency framework for a particular role c)potential assessment center for competency mapping	Remember	CCMB407..09
6	Define balance scorecard explain its purpose and steps	Understand	CCMB407..10
7	Define balance scorecard explain the advantages and disadvantages of balance scorecard method	Understand	CCMB407..10
8	Define coaching and mentoring. Explain the significance of coaching and mentoring in modern organization.	Remember	CCMB407..10
9	What is benchmarking explain the objectives and stages involved in benchmarking.	Understand	CCMB407..10
10	Explain the advantages and dis advantages of benchmarking.	Remember	CCMB407..10
11	Define six sigma state the objectives and features of six sigma	Understand	CCMB407..10
12	What is competency mapping explain the models of competency mapping in detail?	Understand	CCMB407..10
13	Discuss about different types of measures in balance scored system.	Remember	CCMB407..10
14	Classify mentoring programs in detail differentiate between formal and informal mentoring	Understand	CCMB407..10
15	How mentoring is beneficial to mentor, mentee and organization	Understand	CCMB407..10
16	Differences between formal and informal mentoring.	Remember	CCMB407..10
17	Mentoring relationship need not be successful always explain the statement by highlighting the problems associated with mentoring relationship.	Understand	CCMB407..10

S.No	QUESTION	Blooms Taxonomy Level	Course Learning Outcomes (CLOs)
18	What is the difference between coaching and mentoring	Understand	CCMB407..10
19	Discuss about four factor theory enlist the positive Pygmalion factors.	Remember	CCMB407..10
20	What are the steps involved in the job analysis process?	Remember	CCMB407..10

HOD, MASTER OF BUSINESS ADMINISTRATION

