



INDIAN INSTITUTE OF TECHNOLOGY KHARAGPUR
End-Spring Semester 2017-18

Date of Examination: 19-04-2018 Session: AN Duration: 3 hrs Full marks: 50
Subject No. : HS60016 Subject Name : PERFORMANCE MANAGEMENT
Department/Center/School : Humanities and Social Sciences
Specific charts, graph paper, log book etc., required: No
Special Instructions (if any) : None

General Instructions

- | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ol style="list-style-type: none">1. Attempt all questions.2. Maximum marks is 50.3. Each question carries equal marks |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|

Q1. Discuss the process of measuring results and behaviors?

Q2. How management can make appraisal forms effective? Elucidate judgmental and mechanical procedure to compute overall performance score?

Q3. Explain the role of communication in executing performance management system? Describe errors that raters make while evaluating performance and how management can reduce these errors?

Q4. Why behavioral performance management is necessary for shaping performance? Critically examine the effect of rewards on performance?

Q5. Explain the role of direct supervisor and 360-degree feedback mechanism in developing employees? From the perspective of Hackman and Oldham model, how restructuring job/work will influence performance?
