

Seat No: \_\_\_\_\_

Enrollment No: \_\_\_\_\_

**PARUL UNIVERSITY**  
**FACULTY OF SOCIAL WORK**  
**MSW, Summer2022-23 Examination**

**Semester: 4**

**Subject Code: 10202283**

**Subject Name: Performance Management System**

**Date: 29-03-2023**

**Time: 10:30am to 1pm**

**Total Marks: 60**

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**Instructions:**

1. All questions are compulsory.
2. Figures to the right indicate full marks.
3. Make suitable assumptions wherever necessary.
4. Start new question on new page.

**Q.1 A) MCQ / TRUE OR FALSE (Each of one marks) (10)**

1. Which of the following terms refers to the process of evaluating an employee's current and/or past performance relative to his or her performance standards?  
a) Recruitment  
b) Employee selection  
c) Performance appraisal  
d) Employee orientation
2. Supervisors should provide employees with feedback, development, and incentives necessary to help employees eliminate performance deficiencies or to continue to perform well.  
a) True  
b) False
3. All of the following are reasons for appraising an employee's performance EXCEPT \_  
a) assisting with career planning  
b) correcting any work-related deficiencies  
c) creating an organizational strategy map  
d) determining appropriate salary and bonuses
4. The continuous process of identifying, measuring, and developing the performance of individuals and teams and aligning their performance with the organization's goals is known as \_  
a) employee performance monitoring  
b) strategic management  
c) performance analysis  
d) performance management
5. Which component of performance management refers to communicating a firm's higher-level goals throughout the organization and then translating them into departmental and individual goals?  
a) role clarification  
b) goal alignment  
c) performance monitoring  
d) direction sharing
6. Job descriptions serve as the primary tool for developing performance standards because they already include specific job goals.  
a) True  
b) False
7. Organizations put maximum effort in measuring performance of organizational people because;  
a) It makes procedures cost effective  
b) It helps in detecting the problems  
c) It leads to product innovation  
d) It assists in implementing new technology

8. Mr. Aakash is a cashier and he feels dissatisfied at work. What best justifies this situation?
  - a) His job may not be structured to suit his preferences
  - b) It involves physical toughness
  - c) It requires mental toughness
  - d) It involves too much customer interaction
9. Who is in the best position to observe and evaluate an employee's performance for the purposes of a performance appraisal?
  - a) Peers
  - b) Customers
  - c) Top management
  - d) Immediate supervisor
10. Currently Organizations are providing benefits to their employees;
  - a) To attract new blood in the organization
  - b) To create stronger customer relationship
  - c) To enhance the MARKET share
  - d) All of the above

**Q.1 B) Principles of Performance Management (05)**

**Q.2 A) Answer in one sentence. (Each of one marks) (10)**

1. What is good performance management?
2. What are the three stages of performance management?
3. How do you manage poor performance?
4. What are the key components of performance management?
5. What is the performance cycle?
6. What does performance evaluation mean?
7. How does performance management link to business objectives?
8. What is the importance of performance management?
9. What are the main activities of performance management?
10. What are the types of performance management system?

**Q.2 B) Define the following terms. (05)**

1. Performance Management
2. Employee Engagement

**Q.3 A) Write in detail Performance Management Process. (10)**

**OR**

Write in detail about Organizational Justice Theory and its application in

**Q.3 A) Performance Management System. (10)**

**Q.3 B) Scope of Performance Management. (05)**

**Q.4 A) Explain in detail about Goal Setting Theory of motivation. (10)**

**Q.4 B) Aims of Performance Management. (05)**

**OR**

**Q.4 B) Social cognitive Theory (05)**