**SESSION AUG/SEP 2022**

**PROGRAM MASTER OF BUSINESS ADMINISTRATION (MBA)**

**SEMESTER IV**

**COURSE CODE &amp; NAME DHRM402-PERFORMANCE MANAGEMENT &amp;**

**APPRAISAL CREDITS 4**

**Assignment Set – 1**

**1. Differentiate between Performance Management and Performance Appraisal**

**Ans:** **Organisations often mix up PM and PA. The differences between PM and PA are discussed below:**

• PM is strategic in nature and intended to achieve the strategic objectives of the firm, while PA is operational in nature and covers the year in question.

• PM deals with long-term goals and is about managing an employee’s performance over the next five to ten years, while PA is

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**2. Explain control theory with its application in performance management.**

**Ans:** **This is done through creating appropriate controls. Control involves the following steps:**

**• Observation:** This is done to see what is happening. It may be through observation in case of behaviour, through measurement such as customer satisfaction survey, computerised monitoring, etc.

**• Comparison:** Behaviour or output that is observed and the behaviour or output that is expected are

**3. Describe the principles of performance management in brief.**

**Ans:** **Integration of individual and organisational objectives:**

The first principle is that the organisations and the individual goals should be aligned and integrated. This is not to say that all that an individual’s demands have to be met always; but that the individual objectives have to be aligned with the organisational objectives.

An individual is hired to achieve some organisational goals and the individual too joins an organisation to

**Assignment Set – 2**

**4. Explain the components of feedback.**

**Ans:** **Feedback is effective if we ensure that they are designed well. A feedback has four components as follows:**

**• Context:** It describes the situation and one should be as specific as possible. For feedback related to context of ‘keeping appointment’, you might say ‘keeping appointment with our customers is a

**5. Discuss the advantages and disadvantages of Model 4 of performance management.**

## Ans: Disadvantages of Performance Management:-

**1. Time Consuming**

It is recommended that managers spend about an hour per employee writing performance appraisals.

I’ve known managers who had to write performance appraisals on 100 plus employees which would take weeks

**6. Enumerate four advantages of automation of PM.**

**Ans:** **Benefits Software that automates the employee performance management has several merits:**

**• Organisational alignment:** Automated employee performance management software allows you to capture organisational, divisional and/or departmental goals in the tool, and make them easily accessible to employees. Employees tangibly link their individual goals to the organisation