**Performance Management System**

**NMIMS Centre for Distance and Online Education (NCDOE)**

**Internal Assignment Applicable for April 2025 Examination**

**Q1. To motivate the employees for excelling in performance, there should be a direct link between employee performance with rewards and career growth of employees. You being the HR Manager of the company, what steps would you suggest in the appraisal process to achieve this?**

**Answer:**

**Introduction:**

Employee motivation plays a crucial role in driving organizational success, and a well-structured appraisal process is essential for aligning individual performance with rewards and career growth. As an HR Manager, it is imperative to establish a transparent and objective performance appraisal system that fosters employee engagement and productivity. A strong linkage between performance, rewards, and career progression ensures that employees remain motivated to excel in their roles. The appraisal process should be designed to assess employees fairly, provide constructive feedback, and recognize outstanding contributions through monetary and non-monetary incentives. Additionally, a structured career development framework should be integrated, allowing high-performing employees to advance within the organization. By implementing a robust performance management system, companies can create a culture of excellence, drive employee satisfaction, and enhance overall organizational performance.

**This is partially solved sample answer**

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**Q2. You are the Leader of a ten members team. You notice that a bright member of your team is not able to meet the deadlines. So, you decide for performance feedback meeting with the team mate. During discussion, the team mate reveals that due to personal problems, he is not able to focus on his job and missing the deadlines. You want to support your team member. Explain the benefits of performance feedback and steps would you take as the Leader to balance the empathy towards team member with the organization’s need for constant productivity?**

**Answer:**

**Introduction:**

Performance feedback is a vital tool for improving employee efficiency, identifying challenges, and fostering professional growth. As a team leader, addressing performance concerns with empathy and strategic solutions is crucial for maintaining both employee well-being and organizational productivity. When a high-potential team member struggles with deadlines due to personal issues, it is essential to provide constructive feedback while offering necessary support. A well-conducted feedback session helps in understanding the root cause of performance gaps, building trust, and creating a supportive work environment. By balancing empathy with the organization’s need for consistent productivity, a leader can implement flexible work arrangements, offer guidance, and ensure that deadlines are managed effectively. This approach not only helps the employee regain focus but also strengthens team morale and overall efficiency.

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**Q3a. You are a newly promoted manager in a large organization. You noticed that one of your team members who showed good potential during recruitment process is consistently underperforming. You are also considering that the reason for underperformance might be beyond the control of your team member. You want to address this issue effectively. So how can a performance management system assist in identifying and resolving this issue related to the employee’s performance, and what steps should you take to ensure fairness in this process?**

**Answer:**

**Introduction:**

A performance management system (PMS) plays a crucial role in identifying and addressing employee underperformance by providing structured assessments, regular feedback, and support mechanisms. As a newly promoted manager, it is essential to analyze the root cause of an employee’s consistent underperformance, considering factors beyond their control. A well-implemented PMS ensures fairness by setting clear expectations, tracking progress, and offering necessary interventions. By using data-driven evaluations and constructive discussions, managers can provide targeted support, improve employee engagement, and align individual performance with organizational goals.

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**Q3b. For increasing the productivity of employees, their performance needs to be compared with the predetermined goals. You being the Manager of a team of seven employees, how will you decide that there is a focus on goal setting and what method/methods will you suggest to evaluate the performance of the employees against predetermined goals?**

**Answer:**

**Introduction:**

Setting clear goals and evaluating employee performance against them is essential for enhancing productivity. As a manager of a seven-member team, ensuring a strong focus on goal setting helps align individual efforts with organizational objectives. Establishing SMART (Specific, Measurable, Achievable, Relevant, Time-bound) goals provides clarity and direction. To assess performance effectively, methods such as Key Performance Indicators (KPIs), 360-degree feedback, and performance appraisals can be used. These approaches enable objective evaluation, identify areas for improvement, and motivate employees to achieve their targets efficiently.

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