**NMIMS**

**Performance management system**

**Internal Assignment for June 2020 Examination**

**1. Rakesh Kumar is working at Jayesh Industries as Manager in the Operations Department. Akshay Shroff works in Rakesh’s team as ‘’Executive – Operations’’. Akshay joined the company since 2 years. Though he works hard, he is not effective in meeting project timelines and often has errors in his work. It is appraisal time and Rakesh has to give performance feedback to Akshay. He does not want to demotivate Akshay yet he needs to give him the negative feedback. How should Rakesh handle the process of negative feedback.**

**Answer**: Performance appraisal is a powerful tool to regulate, improve and reward the performance of employees. Performance appraisal helps evaluate individual achievements and their contribution to achieve overall organizational goals. This system works well when achievements are traced on a quarterly basis. Performance appraisal of an employee must be carried out not only by the immediate superior but also by fellow employee, customers and management.

Most employees are very interested in knowing how well they are doing at present and how they can do better in a future. They want this information to improve their performance in order to get promotions and merit pay. Proper performance feedback can improve the employee's future performance. It also gives him satisfaction and motivation. Performance Appraisal information is used to find out whether an employee requires additional training and development.

**2. Aarti Desai has joined as an HR Manager at Highmart which is a food chain across cities in India. Aarti has interacted with young employees across the company and all of them have expressed the need for the company to launch a Mentoring Program. The company has high attrition and new recruits could benefit from such a program. How should Aarti go about the process of introducing the Mentoring Program. Do also give an interesting brand name to the Mentoring program**.

**Answer**: Training offers benefits to both employees and employers. To make the employee more productive and useful, it is very important to give training. Training is focused towards the current job. Due to the technological changes and automation, it becomes necessary to update skills and knowledge. In this dynamic world, training has become an important tool which is used for continuous improvement in every well run organisation. Training need assessment is a systematic way

**3. Sidharth is the HR Manager at NewZone which is a furniture company. The company has 2000 employees and is growing rapidly. Sidharth would like to introduce the 360-degree feedback process.**

**a. Design a 360 degree form**

**b. What are the pitfalls in 360-degree feedback that Sidharth should take care to avoid?**

**Answer**: a) 360-degree feedback also known as 'multi-rater feedback' is the most comprehensive appraisal where the feedback comes from all sources that come in contact with the employee on the job. In this method, 360 degree performance for employees are appraised by their peers, managers (i.e., superior), subordinates, team members, customers, suppliers or vendors. The 360-degree feedback is mainly meant for the development of the appraisee and is not used for monetary incentives or salary corrections. The main objective of this method is to identify the Its half solved sample only

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