**Performance Management System**

**June 2022 Examination**

**Q1. In what ways is self-appraisal beneficial for performance assessment?**

**Ans 1.**

**Introduction:**

Self-appraisal, also known as review, is a re-evaluation of the employee's accomplishments and contribution to the company throughout a specified time. It evaluates the employee's development, achievements and abilities. Employers can track the performance of their employees in order to decide the number of bonuses they pay or to terminate them. Performance appraisals may be conducted annually, semi-annually or every quarter depending on the

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**Q2. 360- degree feedback is effective way of appraising the performance of employees provided it is designed and implemented scientifically. While using this method, organizations might come across some difficulties. What kind of difficulties can be faced by the organizations and how those difficulties can be addressed?**

**Ans 2.**

**Introduction:**

360 Degree Feedback is a method or procedure in which employees receive anonymous, confidential feedback from those who work with them. It is typically the manager of the employee, his peers and direct supervisors. A group of eight to twelve employees complete an online anonymous feedback form that asks questions that cover a wide range of workplace skills. Feedback forms contain questions that are rated on an evaluative scale. They also request raters to write feedback. The person who receives feedback completes a self-rating questionnaire that includes the same survey questions that other people receive on their questionnaires. Leaders

**Q3. Eye4Customer is a 3-year-old call centre. It has launched Performance Appraisal system recently. Being the HR Manager, you are required to set three SMART performance goals each for the following positions:**

**a. Training Manager**

**Ans 3a.**

**Introduction:**

Goal-setting for employees is an essential job for any supervisor. Through setting achievable and quantifiable objectives, supervisors can not only help improve employee performance, but will help to strengthen the company and increase its image for being a top employer

**b. Recruitment Manager**

**Ans 3b.**

**Introduction:**

It is crucial to establish SMART goals for professional development in HR as it provides you with an action plan to achieve milestones in the tasks you perform. They provide you with a time period, along with a longer-term perspective and quick motivation to achieve tangible results that