**Performance Management System**

**December 2022 Examination**

**1. How is Performance Appraisal System is different from Performance Management System? How are they related with each other? (10 Marks)**

**Ans 1.**

**Introduction**

Performance management is the organized cycle by which the Division of Trade includes its workers, as individuals and people from a gathering, servicing hierarchical feasibility in achieving the company's goal and objectives. The performance management process imparts authoritative goals and targets, builds personal responsibility for fulfilling those goals, and tracks and evaluates individual and hierarchical execution results. It mirrors a company where chiefs share liability for promoting their agents, encouraging employees to commit to the association. It is a characterized process for managing individuals that will cause progression for both the

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**2. You are asked to design a Performance Management Cycle. What steps will you follow to design it along with SMART Goals? (10 Marks)**

**Ans 2.**

**Introduction**

A performance management cycle empowers supervisors to aid their employees improve and achieve service goals. In a sensible presentation, the board cycle changes worker and service accomplishment through a consistent program of setting up, examining, looking into, and remunerating representative execution. The descriptions for viable execution of the execs are abundant yet regularly revolve around expanded employee performance. A substantial board cycle presentation creates, performs, and screens worker execution plans. By zeroing in on

**3. 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 (5 Marks)**

**Ans 3a.**

**Introduction**

Many managers would most likely concur that having objectives is an essential first stage in achieving wanted implementation. Some can contend that employees ought to recognize what is generally anticipated and formalizing the interaction is an exercise in futility, and research has reliably revealed that the necessary description that agents do not proceed real to create is that

**B. Recruitment Manager (5 Marks)**

**Ans 3b.**

**Introduction**

Recruitment managers' goal-setting is a decent technique to complete your drawn-out vision and goal. All the same, putting forth smart goals, which have a particular goal, can be estimated, are feasible, sensible in nature, and have a cut-off time, will assist the spotter in continuing to be