

Plot No. 2, Knowledge Park-III, Greater Noida (U.P.) –201306

POST GRADUATE DIPLOMA IN MANAGEMENT (2024-26)
MID TERM EXAMINATION (TERM -IV)

Subject Name: Performance Management and Competency Mapping	Time: 01.00 hrs
Sub. Code: PGH42	Max Marks: 20

Note: All questions are compulsory.

Read the following case and answer the following questions: **10×2 = 20 Marks**

Kindly write the all the course outcomes as per your TLEP in the box given below:

CO1: Define and understand the tools and techniques of acquisition functions and be able to appreciate the skills for acquisition
CO2: Demonstrate and apply different concepts of performance process in a systematic way.
CO3: Draw conclusions and demonstrate inferences through performance tools for decisions in modern organizations.
CO4: Identify and explore how to leverage human potential by the help of appraisal tools for appropriate fit.
CO5: Critically think and analyze issues and challenges related to performance management systems for enhancing organizational performance.

Caselet – In a large organisation, where performance management was being done using e Performance Management System (e PMS), and following a bell curve pattern for performance rating of employees, which had specified to clearly bring out 10% outstanding performers and 10% below par performers, there was a widespread frustration among employees as many time due to arbitrary nature of rating by superior officers, a number of outstanding employees got rated as below par performing employees and below par as outstanding employees. HR decided to remove this anomaly in performance management and introduced the ‘Multi Rater Feedback System’ and Assessment Centre to remove the anomaly. HRM department was able to do this with involvement of line personnel also as they were the group badly affected by this. The e PMS was thus cocreated with the involvement of people from different departments and not just HRM department.

In the light of this situation, please answer the following questions:

Questions:

Q 1. How could have HRM department solved this problem without cocreating the e Performance Management System of the Organization?

Q 2. Do you think Performance Management and Competency Mapping is a subject of relevance to HRM professionals and also people from all other departments? Discuss the truthfulness of this statement and make a critique of it as regards its relevance in current times and times to come.