

Name:
Enrolment No:



UNIVERSITY OF PETROLEUM & ENERGY STUDIES
End Semester Examination (Online) – July, 2020

Program: BBA (HR)
Subject/Course: Performance Management
Course Code: HRES 2003

Semester: IV
Max. Marks: 100
Duration : 3 Hours

IMPORTANT INSTRUCTIONS

1. The student must write his/her name and enrolment no. in the space designated above.
2. The questions have to be answered in this MS Word document.
3. After attempting the questions in this document, the student has to upload this MS Word document on Blackboard.

Background: Dinesh Singh (D.S) heading the Performance Management System at Singh and Singh Sons Pvt Ltd assigned few cases to his subordinate Dharam Kumar (DK).

Case 1: There is an employee; Rajesh Singh, who D.S think has the potential to take on new responsibilities. As Rajesh always brings new ideas to the team and makes great suggestions for improving processes and tasks.

Case 2: There is an employee; Sonu Tiwari, who isn't meeting the goals D.S and you set together in her last performance review. D.S pointed out where she's not meeting expectations, provided the tools she needed, and helped where D.S can. D.S has assigned you short period monitoring but you're not seeing improvement.

Answer Question number 1,2,3 and 4 based upon the above background and case.

		Marks	COs
Q.1	D.K is confused about the terms coaching and counseling. He asked D.S, "Are they the same thing or, as a manager, do I need to do them both?" In the role of D.S Help D.K by clarifying the difference between the terms Coaching and Counseling along with their processes in order to answer his query please.	20	CO3
Q.2	D.S assigned D.K to Submit a report mentioning what development action (coaching, counseling or both) should be taken for Mr. Rajesh Singh and Ms. Sonu Tiwari. Also, he has asked D.K to write justification to support his choice. Please help D.K in identifying the need for coaching/counseling in the above-mentioned cases and justification for the choice.	20	CO3 & CO4
Q.3	Write the concept note on case 1 & 2	20	CO1
Q.4	Write the summary note on the case 1 &2.	20	CO2
Q.5	You are part of performance appraisal team of a company Kumar and Kumar	20	CO4

	<p>Sons Pvt Ltd established in 1957. For last 05 years, the iteration rate in the company has increased many fold. The exit survey's are full of appraisal biases and performance appraisal is found to be one of the common reason of employee exit. Understanding the criticality of the problem the Board of Directors decided that company need Performance Management System, which will take care of performance appraisal. The internal vacancy was created and Mr. Roop Kumar (R.K) was selected. R.K has a background of 10 years of service at Kumar and Kumar Sons Pvt Ltd. in the Liaison Department. R.K as team lead with his team conducted the stakeholder and employee meetings. Based on the data collected from the stakeholder meetings R.K has assigned you to design dummy form as follows: Design a "Performance and Development: Agreement and Review Summary" form.</p>		
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ANSWERS