

Q.1. Short Questions:

(25)

- i. Outline the main tasks that a performance management team is expected to perform.
- ii. What is the relationship between motivation and personal effectiveness?
- iii. “The good managers must possess effective problem solving and conflict resolution skills”. Discuss.
- iv. ‘Rewarding is essential for motivation’. What type of incentives would be most suitable for the following workers
 - a) A cleaner
 - b) A salesperson
 - c) A nurse
 - d) A shop assistant?
- v. Some types of incentives are mentioned below; make separate lists for financial and non-financial incentives:

Good wages, bonus payments, good working environment, responsibility to make decisions, fringe benefits, promotion opportunity, being praised for good work, commissions varied and interesting work, extra payments for overtime, long-term contract, feeling challenged by the work.

Case Study:

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John is a regional manager of a chain of stores that sell computer equipment and accessories, mainly based out of town in retail parks.

A new manager has been appointed to one of the stores, which employs 20 staff. This store is currently experiencing a number of challenges which John wants the new manager to address. Among these are the following:

- A growing absence problem among the store’s staff
- Deterioration in staff morale, largely due to the unpopularity of the previous manager, who left suddenly a month ago
- Sales have been falling since a rival opened a store on the same site.
- The company has a formal appraisal process for all staff but the previous manager is

ASSESSMENT # 4**Total Marks: 30**

known to have neglected this area.

Based on the above issues, select which you think are the most appropriate objectives to be included in an annual performance management plan, and compile a suitable set of performance objectives for the newly appointed manager, complete with measures and time scale.