PRESIDENCY UNIVERSITY
BENGALURU

SCHOOL OF ENGINEERING
MID TERM EXAMINATION - OCT 2023

Semester : Semester V - 2021   **Date :** 30-OCT-2023
Course Code : MGT2023   **Time :** 9:30AM - 11:00AM
Course Name : Sem V - MGT2023 - People Management   **Max Marks :** 50
Program : B. TECH   **Weightage :** 25%

Instructions:
(i) Read all questions carefully and answer accordingly.
(ii) Question paper consists of 3 parts.
(iii) Scientific and non-programmable calculator are permitted.
(iv) Do not write any information on the question paper other than Roll Number.

PART A

ANSWER ALL THE QUESTIONS   **(5 X 2 = 10M)**

1. Explain the scope of People Management in today's globalised business environment.

   (CO1) [Knowledge]

2. Summarize two common challenges that organisations face in ensuring work is completed efficiently with examples.

   (CO1) [Knowledge]

3. Provide examples of specific skills that are crucial for effectively managing people within an organisation.

   (CO2) [Knowledge]

4. Define internal mobility within an organization and explain 2 best practices with examples.

   (CO2) [Knowledge]

5. Identify and briefly explain two common challenges that organisations face in ensuring work is completed efficiently with examples.

   (CO1) [Knowledge]

PART B

ANSWER ALL THE QUESTIONS   **(4 X 5 = 20M)**

6. Explain the key factors a manager should consider when assigning work to team members. How can matching tasks to individual skills and strengths contribute to better team performance?

   (CO1) [Comprehension]

7. Describe a conflict resolution approach that can be applied to manage conflicts that commonly arise in workplace settings effectively. Use an example to demonstrate the application of this approach.

(CO2) [Comprehension]

8. XYZ Corporation has identified two employees, Sarah and John, who have shown exceptional promise and potential for future leadership roles within the company. The HR department has been tasked with creating a development plan for both individuals. Highlight the differences between Sarah's training and John's development programs.

(CO2) [Comprehension]

9. Differentiate between assessment and evaluation with examples

(CO1) [Comprehension]

PART C

ANSWER THE FOLLOWING QUESTION   (1 X 20 = 20M)

10. **Case Study: Performance Assessment and Evaluation Program at ABC**
    Imagine a scenario at ABC Manufacturing, a well-established manufacturing company. The HR department has recently implemented a performance assessment and evaluation program to assess the effectiveness of employees' work and provide constructive feedback.
    Scenario:
    ABC Manufacturing has experienced challenges with employee performance and productivity in recent years, and the company's leadership decided to address this issue through a structured performance assessment and evaluation program. The program is designed to evaluate individual and team performance, identify areas for improvement, and recognise and reward high achievers. Employees across various departments are subject to this new initiative. Each employee's performance is assessed based on key performance indicators (KPIs) relevant to their roles, including production efficiency, product quality, safety compliance, and teamwork. Managers conduct regular one-on-one performance evaluations with their team members, providing feedback, setting goals, and discussing development opportunities. The company also implements a peer-review component, where employees assess their colleagues' teamwork and collaboration skills. To ensure transparency and fairness, a third-party auditor periodically reviews the assessment process and its results.
    Question:

    1. Explain the scenario at ABC Manufacturing regarding the implementation of the performance assessment and evaluation program. Suggest measures that ABC Manufacturing can take to ensure the effectiveness and fairness of the performance assessment and evaluation program.

(CO2) [Application]