

PERFORMANCE MANAGEMENT

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G P 5 E 7 /
G P 113 E 5 104

Objectives :

The course is designed to promote understanding of issues related to Performance Management and the compensation or rewarding human resources in the corporate sector, Public Services and other forms of organisations and to impart skills in designing analyzing and restructuring Performance Measurement and reward management systems, policies and strategies.

Course Contents :

1. The Competitive Imperatives; Productivity, Quality, Service, Speed, Learning.
2. Planning for Improved Competitiveness
Diagnosis and Benchmarking
Obtaining Commitment
3. Major Organisational approaches to Competitiveness and Specific interventions.
E.g. : Employee Involvement, Quality Circles etc.
4. The Performance Appraisal Process – (i) The strategic importance (ii) Relationship between Organisational Strategies, Values, Environment and Job Behaviour – Functions, (iii) Criteria for a good monitoring system.
5. Types of performance to measure and methods of Performance Appraisal.
6. Feedbacks on and Control of Performance Management.

Suggested Readings :

Appraising and Development of Managerial Evaluation Performance by TV Rao.