**Performance Management System**

**NMIMS Centre for Distance and Online Education (NCDOE)**

**Internal Assignment Applicable for June 2025 Examination**

**Q1. Performance Management at NexonTech**

**NexonTech, a mid-sized IT solutions firm, has been facing challenges with its performance management system. The company recently hired Aditi as the new HR Director to revamp its approach to performance management and align it with the organization’s strategic goals.**

**During her initial assessment, Aditi realized that employees were unclear about their performance expectations, leading to inconsistent appraisals and dissatisfaction. Managers conducted performance reviews without a structured performance planning process, causing gaps between individual contributions and the company’s long-term objectives.**

**To address this, Aditi proposed a structured Performance Planning framework where employees set clear, measurable goals in alignment with NexonTech’s strategic vision. She also introduced regular check-ins and feedback loops to ensure continuous performance tracking.**

**However, as she rolled out the new system, ethical concerns emerged. Some employees feared that performance ratings could be manipulated to favor certain individuals, while others questioned if the evaluation metrics were truly objective. Aditi had to ensure fairness, transparency, and ethical integrity in the system to maintain employee trust and motivation.**

**As NexonTech moves forward, Aditi must balance individual growth with organizational priorities, ensuring that employees see how their contributions directly impact the company’s success.**

**Question: -**

**How does performance planning serve as a precursor to effective performance management systems in organizations?**

**Answer:**

**Introduction:**

Performance management is an essential process in organizations that aims to align individual employee contributions with the company’s strategic goals, thereby fostering growth, productivity, and success. However, an effective performance management system starts with proper performance planning. Performance planning is the process through which organizations define clear, measurable goals for employees that align with the overall business strategy. This sets the foundation for all subsequent performance management activities, such as regular reviews, feedback, and development opportunities. In the case of NexonTech, Aditi, the new HR Director, recognized the gaps in the company’s performance management system, which lacked clarity and consistency. This led to dissatisfaction among employees and a disconnect between individual efforts and organizational goals. By introducing a structured performance planning process, Aditi aimed to bridge this gap, ensuring that each employee understood their role in contributing to the company’s success. However, as with any significant change, challenges arise, including concerns around fairness and transparency. In this context, performance planning serves not only as the starting point for performance management but also as a tool for setting expectations, creating accountability, and motivating employees to achieve their potential while driving organizational success.

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**Q2. Performance Management at NexonTech**

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**Question: -**

**Analyze the ethical considerations involved in performance management and how they impact organizational practices.**

**Answer:**

**Introduction:**

Performance management is an essential process for aligning employee efforts with organizational goals, enhancing productivity, and fostering growth. However, ethical considerations play a significant role in ensuring that this process is fair, transparent, and unbiased. In the case of NexonTech, a mid-sized IT solutions firm, the newly introduced performance management system by Aditi, the HR Director, aimed to address the gaps in employee performance expectations and evaluations. While the structured approach, including clear goal-setting and regular feedback, offered many benefits, it also raised ethical concerns. Employees were worried that performance ratings could be manipulated, potentially favoring certain individuals or groups. Others questioned whether the evaluation metrics were truly objective and fair. Ethical issues such as fairness, transparency, bias, favoritism, and privacy must be carefully addressed in performance management systems to build trust, enhance employee morale, and drive positive organizational outcomes. Ethical lapses in this area can lead to dissatisfaction, reduced motivation, and even higher turnover rates. Aditi’s challenge, therefore, lies not just in implementing a performance management system but ensuring that it is ethically sound, promoting fairness and aligning with NexonTech’s strategic vision.

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**Q3 (A) Performance Management at NexonTech**

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**Question: -**

**Evaluate the importance of aligning individual performance with organizational strategic goals.**

**Answer:**

**Introduction:**

Aligning individual performance with organizational strategic goals is a critical aspect of creating a cohesive and successful work environment. For any organization, including NexonTech, this alignment ensures that employees understand their role in contributing to the larger vision of the company. Without this alignment, individuals may not be aware of how their work affects the company's overall success, leading to inefficiencies and dissatisfaction. Aditi, the new HR Director at NexonTech, recognized this gap in the company's performance management system and aimed to develop a structured approach to bridge this disconnect and foster growth for both employees and the organization.

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**Q3 (B) Performance Management at NexonTech**

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**Question: -**

**Discuss the role of technology in enhancing the effectiveness of Performance Management Systems (PMS).**

**Answer:**

**Introduction:**

Technology plays a significant role in enhancing the effectiveness of Performance Management Systems (PMS) by streamlining processes, improving accuracy, and facilitating continuous feedback. In the case of NexonTech, where the HR Director, Aditi, is attempting to overhaul the company’s performance management system, technology can be a key enabler in ensuring that the new system aligns with the company’s strategic goals. With the integration of modern tools, Aditi can address challenges like unclear performance expectations, inconsistent appraisals, and the need for ongoing tracking of employee performance, ultimately making PMS more effective and transparent.

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