



HRM 3142 – Performance and Reward Management

BACHELOR OF BUSINESS ADMINISTRATION DEGREE 3000 LEVEL

FIRST SEMESTER END EXAMINATION – December / January 2015/2016

Three Hours

Instructions

- ➡ Answer all questions

(01). Read the case given below and answer the questions.

Paragon (Pvt) Ltd.

“ Paragon” is a manufacturing company that produces shoes and school bags to the local market. In addition to the main premises the company has branches in outside in order to expand their sales revenue. The management has appointed sales agents to manage the branch operations.

According to a employee survey conducted recently, the management has found that more than 50% of their sales agents have not satisfied with their performance evaluation and the payment system. Most of the sales agents have informed their perception regarding the above situation to the management as well. After having a careful analysis, the management has taken following initiatives on behalf of their sales agents.

- Determine a systematic approach to measure their performance.
- Conduct a proper job evaluation and decide “pay pricing” based on its results.
- Change the traditional salary increment system that based only on seniority.
- Prepare a preferable benefits plan for the sales agents.

The management expects your guidance to implement the above initiatives.

- i. Identify the most appropriate performance measuring approach for the sales agents and briefly explain it.
(05 Marks)
- ii. Define the term job evaluation and describe the best method that you recommend for the post of “sales agent”.
(05 Marks)

iii. Briefly explain, why the management should change their traditional salary increment system.

(05Marks)

iv. What are the types of benefits that you suggest to include in the benefit plan ?

(07 Marks)

(Total Marks 22)

(02)

i. Assume that you are working as a Human Resource Executive in a garment factory. The management has assigned you to prepare a suitable contingent pay plan for the sewing machine operators. What are the major types of contingent pay that you can include in the pay plan ?

(06 Marks)

ii. Briefly explain the terms reward philosophy, reward strategy and reward policies in an organization.

(06 Marks)

(Total Marks 12)

(03)

i. " Employees do not perform in a vacuum. They are working in an organizational context engaging in behaviors and results". Discuss this statement.

(06 marks)

ii. Briefly explain the major determinants of employee performance in an organization.

(06 marks)

(Total Marks 12)

(04)

i. " Performance standard is always above the performance objective" Do you agree with this statement? Briefly explain.

(06 Marks)

- ii. Briefly describe a most appropriate approach to measure the performance of receptionist in a hotel and explain the major steps involve it.

(06 Marks)

(Total Marks 12)

(05)

- i. Discuss the major contributions of having a good performance management system for the other Human Resource activities in an organization.

(06 Marks)

- ii. Write short notes on the followings

- (a) 360- degree feed back system
(b) Human resource development

(06 Marks)

(Total Marks 12)
