

SECTION – II

Q. 4. Case Study

(15)

A doctor discharged a staff member who had been working for him for nine months. She then claimed that her civil rights were violated and that she was discriminated because of her age. She was 46 years old. During an investigation, the doctor was asked to provide copies of her performance evaluations to justify the contention that the discharge was based on her performance, not her age. No performance evaluations had been given to any employees. This claim led to an out-of-court settlement.

Questions:

1. Such claims are made against doctors every day. What can one do to prevent this from happening?
2. Give a suitable title to this case.
3. What should a good performance review program have? Suggest ideas to the doctor.

Q. 5. Answer the following:

(10)

- a) Discuss the Process of performance appraisal in detail.

OR

- b) Discuss what is the Top Management's Response to New Appraisal Systems?
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