

1.

Do you think that the experts' recommendations will be sufficient to get most of the administrators to fill out the rating forms properly? Why? Why not? What additional actions (if any) do you think will be necessary?

Were talking about cutting money so no matter what they will always have a bad feedback because those who work hard will keep working hard because they like their jobs. The negative feedback will come from the lazy employees and greedy ones.

2.

Do you think that Vice President Winchester would be better off dropping graphic rating forms, substituting instead one of the other techniques we discussed in this chapter, such as a ranking method? Why?

I think they should use the ranking method to see who actually works very hard at their jobs. They should see who gets in early has everything ready for the administrator and how accurate the information is. There is nothing worse than having wrong information or being blind sided with information that you should have known prior to the meeting or event.

3.

What performance appraisal system would you develop for the secretaries if you were Rob Winchester? Defend your answer.

I would rate them based on the accuracy of the information and the knowledge they have to be always on top of the game and don't get embarrassed by having inaccurate information. Also seeing who's there before their scheduled time and who's there working late to accomplish a task. Seeing who's willing to cancel their plans to work late with their boss to accomplish a project. Each administrator should accurately score them since these administrators are for a reason so they should do it with integrity and not because they're worried that they'll score them low. If they scored them low they should be explained why and how can they improve.