



TO STUDY EMPLOYEES SATISFACTION TOWARD PERFORMANCE APPRAISAL SYSTEM IN ORGANISATION

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ABSTRACT

In modern era organizations are facing several challenges due to the dynamic nature of environment. Numerous challenges are faced in business to satisfy their employees. The aim of this study is to focus on significance of employees' satisfaction and their impact towards performance appraisal system. In this study targeted population are employees of the organization (private and public) data collected for this study is by questionnaire method. The method use in this study is descriptive, frequency method for analysis of the data. The study indicates a positive sign regarding overall employees' satisfactions of employees working in organization.

KEYWORDS : Employees Satisfactions, Performance Appraisal System and Satisfaction level.

INTRODUCTION

Employee satisfaction is quite simple, how content or satisfied employees are with their jobs. Employee satisfaction is typically measured by using an employee satisfaction survey. Factors that influence employee satisfaction addressed in these surveys might include compensation, workload resources. The purpose of performance appraisal is to improve the contribution of employees into the achievement of organizational objectives. The employee's perception of the performance appraisal plays a determinant role in the success of the performance appraisal system as they are walking to voluntarily engage in the pursuit of performance. The performance appraisal can be used to improve the level of employee's satisfaction.

STATEMENT OF THE PROBLEM

What is the level of employee satisfaction towards performance appraisal system?

LITERATURE REVIEW

(Dr. Praveen Prasad, 2018) had conducted a research on "performance appraisal: An empirical study to understand employee satisfaction and motivation of personnel through the system" the objective the of study was to analyze the impact of performance appraisal on personal on personal in terms of their job satisfaction and motivation for understating work. He used factory analysis and correlation method. He concludes that performance appraisal cultural and system, feedback, performance and compensation. (Patrick Kamp Kotter, 2014) had conducted a research on "Performance Appraisal and job satisfaction: the main objective of the study was the effect between the incidence of being formally evaluated by a supervisor and job and income satisfaction. The technique was German Socio – economic panel study. He concluded that the employees, who perceive to have more controlover their life. The use of performance assessments should have a strong effect on job. (Muhammad Adeelmarshad, Muhammad Tahir Masood & Ghazala Amin, 2013) had conducted research on "Effects of Performance Appraisal politics on job satisfaction". The main objective of the study was to investigate the impacts of Performance Appraisal politics on job satisfaction, turnover intention and loyalty to supervisor as perceived by the employees. The technique used was cross table. He concluded that the political of the appraisers during performance appraisal process causes in reduced job satisfaction and loyalty of supervisor and increased turnover intentions of the employees. (Rabia K, Munamad I, Malik & Dr. S Hussain) had conducted research on "Examining the Relationship of Performance Appraisal system and employee satisfaction". The main objective of the study was to examine the relationship of employees Performance Appraisal system and employee satisfaction. The technique used was correlation and

regression. He collected data through snowball sampling techniques with the help of adopted questionnaires. He concluded that the satisfied employees are the key to better individual and organizational Performance. (Katavich K, 2013) had conducted a research on "The importance of employee Satisfaction with Performance Appraisal system". The main objective of the study was to investigate the relationship between employee's satisfaction with performance appraisal system, work performance effective commitment and intention to leave. The technique used was cross-sectional survey. He concluded that the employees satisfied with appraisal then this satisfaction has positive benefits. For both the organization and individual in terms of effective commitment and intention to leave.

RESEARCH METHODOLOGY

The methodological aspects used for information is done through the quantitative questionnaires. This study aims to determine the relations between the independent variables and dependent variables. In this study the population targeted is employees of organization (The organization include private and public employees) A simple random sampling technique was used into this study to select 150 employees from the organization. A broad range of instruments were used for measuring employees satisfaction towards performance appraisal system, first it consists of questions related to the biographical information of the employees. Secondly it is related to overall employee satisfaction towards performance appraisal system which rates item based on 2 points. Lastly, it is related to factors affecting employees satisfaction towards performance appraisal. A rating scale from 1 (Yes) 2 (No) was used.

OBJECTIVES OF STUDY:

- To study signifies influence of age and gender on employee's satisfaction towards performance appraisal system in organization.
- To study empirically assess performance management as a tool for improving performance appraisal system.

LIMITATION OF THE STUDY

In organization employees were not giving Reponses in effective way. Employees did not have time for giving the answer of the questions asked.

DATA ANALYSIS

Statistical method used to analyze the data that we collected from the respondent is statistical software SPSS for the statistical analysis. In this study, the responses and information collected from the survey were tested using statistical techniques such as Cronbach's alpha were used to test normality after that chi square test is used to check relationship amongst variable (whether dependent or independent). The hypotheses of research analyze.

Hypothesis Development:

On the basis of factors affecting employee's satisfaction toward performance appraisal system the following hypotheses are developed:

Ho1: There is no significant relationship between increments in salary on employee's performance appraisal system in organization.
 Ho2: There is no significant relationship between processes of the performance appraisal system in organization.

Ho3: There is no significant relationship between job security on employee's satisfaction towards performance appraisal system in organization.

Ho4: There is no significant relationship between opinions need on employees satisfaction towards performance appraisal system in organization.

Ho5: There is no significant relationship between happiness with the performance appraisal system on employees satisfaction towards performance appraisal system.

Finding of the study

Descriptive statistic

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
Are you happy with the performance appraisal system of company	150	1.00	2.00	1.5067	.50163
Valid N (listwise)	150				

In terms of overall level of employee satisfaction in organization, the study found that employees were satisfied with their job.

A. Reliability Statistics

Reliability Statistics	
Cronbach's Alpha	No of Items
.597	15

Reliability test was carried out by using SPSS Software and the reliability test measure given below: Cronbach's alpha: 0.597, the standard value is at 0.5 but over here it's highly reliable, so all the questions were found reliable.

A. Chi Square Test:

Age

		Value	Do	sig	Accepted/rejected
Increment	Pearson Chi-Square	16.912	4	.002	Rejected
	Likelihood Ratio	19.520	4	.001	
	Linear-by-Linear Association	2.574	1	.109	
Job security	Pearson Chi-Square	1.422	2	.491	Rejected
	Likelihood Ratio	1.436	2	.488	
	Linear-by-Linear Association	1.411	1	.235	
Opinions	Pearson Chi-Square	1.142	2	.565	Rejected
	Likelihood Ratio	1.136	2	.567	
	Linear-by-Linear Association	.300	1	.584	

Here, from the above table it is observed that the significance test value for increment, job security and opinion significance value is less than 0.5. hence, null hypothesis is rejected.

Gender

		Value	Df	sig	Accepted/rejected
Increment	Pearson Chi-Square	4.916	2	.086	Accepted
	Likelihood Ratio	4.922	2	.085	

	Linear-by-Linear Association	4.755	1	.029	
Job security	Pearson Chi-Square	3.283	1	.070	Accepted
	Likelihood Ratio	3.277	1	.070	
	Linear-by-Linear Association	3.261	1	.071	
Opinions	Pearson Chi-Square	.124	1	.725	Rejected
	Likelihood Ratio	.124	1	.724	
	Linear-by-Linear Association	.123	1	.726	

Here, from the above table it is observed that the significance test value for increment and increment, job security significance value is less than 0.5. Hence, null hypothesis is accepted and options significance level is less than 0.5 therefore, null hypothesis is rejected. We concluded that age and gender have no significance influences on employee satisfaction in organization. In other case it's found that null hypothesis that increment, job security and opinions does not have significance on employee satisfaction but over here increment, job security and opinions significance value is less than 0.5. Hence, null hypothesis is rejected. We conclude that increment; job security and opinions factors do not have a significant effect on organization.

FINDING

Employees feel satisfied as they are being given feedback from the organization and also the feedback given in highly relevant job. It is observed that in origination is good at recognizing the good performance of employees as per the results of the test. Organization don't believe in bad performance of employees rather they suggest them ways to improve in the areas where they are lacking which is a sign of good organizational practices. Both employees and organization feel that performance appraisal is valuable to them and also the company communicates their standards at the starting of the year itself. Performance appraisal also works as a tool of motivation and thus the employees strive to work better and achieve desired targets.

RECOMMENDATION

It is observed that most of the employees perceive that performance appraisal used in their organization was for deciding the reward system with the aim of motivating the employees; the management should use the performance evaluation for developmental purpose and not for the reward administration alone. It is also found that the satisfaction aspect on its own does necessarily lead to improved individual performance and assumedly organizational effectiveness. Therefore, it needs to implement satisfaction-performance model or method effectively through specific practices which can only be implemented after discussing with Human Resources Department.

CONCLUSION

The main purpose of this study was to examine the employee's satisfaction of organization. The main objective of this study is to identify the effect of employees satisfaction towards performance appraisal system. The ground study was simply observed that most of the employees seem happier of work place. Through the analysis of organization employees. Employees satisfaction toward performance appraisal system. We can conclude that employees need to receive increment as well as there should be no partiality. We concluded that age and gender have no significance influences on employee satisfaction in organization. In other case it's found that null hypothesis that increment, job security and opinions does not have significance on employee satisfaction but over here increment, job security and opinions significance value is less than 0.5. Hence, null hypothesis is rejected. We conclude that increment; job security and opinions factors do not have a significant effect on organization.

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