

# Performance Appraisal of employees in Indian Railway at Rajkot District

Khushbu S. Dave

PhD scholar, School of Management, RK University and Assistant Professor and Head, Shri Sunshine Group of Institute Department of Management, Rajkot, Gujarat.

Dr. Alpesh Nasit

Associate prof., R.K. University, Rajkot.

ABSTRACT

A performance appraisal, or performance review, is a formal interaction between an employee and her manager. This is when the performance of the employee is assessed and discussed in thorough detail, with the manager communicating the weaknesses and strengths observed in the employee and also identifying opportunities for the employee to develop professionally. Job performance is a central issue in the psychology of work and occupations. In many ways it has often been argued that the main goal of an occupational psychologist is to improve job performance. Performance appraisal is a term applied to a variety of processes that involve the assessment and development of an individual and their performance at work. Performance Appraisals is the assessment of individual's performance in a systematic way. It is a developmental tool used for all round development of the employee and the organization. The performance is measured against such factors as job knowledge, quality and quantity of output, initiative, leadership abilities, supervision, dependability, co-operation, judgment, versatility and health. Assessment should be confined to past as well as potential performance also. The objective of this paper is to understand the employees view about performance appraisal, to identify employees' satisfaction towards current appraisal system and to identify the impact of performance appraisal on their work.

KEYWORDS

Indian Railway, Performance Appraisal, Rajkot

## INTRODUCTION

The history of rail transport in India began in the mid-nineteenth century. The core of the pressure for building Railways In India came from London. In 1848, there was not a single kilometer of railway line in India. The country's first railway, built by the Great Indian Peninsula Railway(GIPR), opened in 1853, between Bombay and Tannah. A British engineer, Robert Maitland Brereton, was responsible for the expansion of the railways from 1857 onwards. The Allahabad-Jabalpur branch line of the East Indian Railway had been opened in June 1867. Brereton was responsible for linking this with the GIPR, resulting in a combined network of 6,400 km (4,000 mi). Hence it became possible to travel directly from Bombay to Calcutta. This route was officially opened on 7 March 1870 and it was part of the inspiration for French writer Jules Verne's book Around the World in Eighty Days. At the opening ceremony, the Viceroy Lord Mayo concluded that "it was thought desirable that, if possible, at the earliest possible moment, the whole country should be covered with a network of lines in a uniform system"

The challenge faced by Indian Railway is have to become lean and mean, competitive and efficient. The operating ratio, now almost 90, has to come back to below the 80 level. Second, they have to compete with the airlines for one segment of passengers, and with road transport for the movement of goods. Third, despite talking about the potential for private sector participation for years, the Railways have not managed to attract private investments, mainly because they have not been able to spell out a clear policy. Given the need for such massive doses of investment, it is about time that the Ministry and the Board sit with the private sector to make it attractive.

Performance Appraisals is the assessment of individual's performance in a systematic way. It is a developmental tool used for all round development of the employee and the organization. The performance is measured against such factors as job knowledge, quality and quantity of output, initiative, leadership abilities, supervision, dependability, co-operation, judgment, versatility and health. Assessment should be confined to past as well as potential performance also. The second definition is more

focused on behaviors as a part of assessment because behaviors do affect job results.

## RESEARCH OBJECTIVES

- To understand how the performance appraisal implemented by railways.
- To understand the employees view about performance appraisal.
- To identify employees satisfaction towards current appraisal system.
- To identify the impact of performance appraisal.

## RESEARCH METHODOLOGY

### Descriptive Research:-

In this research it deals with descriptive research type. It includes surveys and fact- finding enquiries of different kinds. The major purpose of descriptive research is description of the state of affairs as it exists at present.

### Sampling Method:-

In this research convenient sampling method is used to collect the primary data by using questionnaire.

### Sample Size:-

The total sample size is 100 for this study.

### Data Collection Method:-

There are two types of data collection: Primary Source of Data and Secondary Source of Data.

### Research Technique

In this project, the data were collected through structured questionnaire.

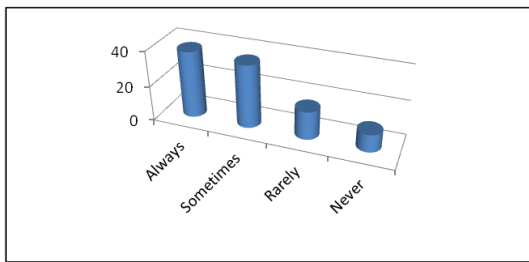
### Population:-

In this research the employees working in Railway at Rajkot taken as population

## DATA ANALYSIS

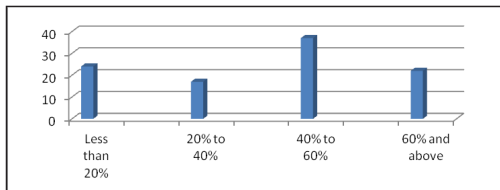
- (1) Do you think performance appraisal improves motivation and

job satisfaction?



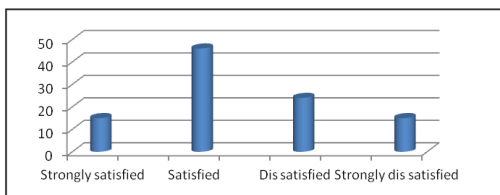
**CHART -1**

(2) What % of improvement is there in your performance after performance appraisal?



**CHART-2**

(3) Are you satisfied with existing appraisal system?



**CHART-3**

### INTERPRETATION

**CHART-1** The survey report shows that out of 100 employees 38% of employees think that performance appraisal always improve motivation and job satisfaction.

**CHART -2** Out of 100 employees 37% of employees say that because of performance appraisal 40% to 60% improvement in their performance.

**CHART -3** 46% of employee satisfied and 15% of employees strongly satisfied with existing appraisal system.

### FINDINGS

An employee does not get any increment in salary after performance appraisal. More than 30% of employees believe that performance appraisal is not help to encourage sharing one another burden. Performance appraisal sometimes works because of than can sometimes change behaviour of employee. Most of the employees are aware about the parameter on which performance is evaluated.

### CONCLUSION

Performance Appraisal ultimately upgrades not only the Performance and job satisfaction of employees but also of the organization. It has rightly been said, employee development And Their Performance is the key to organizational development. Organizations must have employees who are able to quickly adapt to an ever changing world market.

Performance Appraisal is helpful to improve employees effectiveness and because of this they get improvement in their salary, and designation. It is also for organization as a tool of motivation. And it is also use full to development of employees.

Summarily, performance appraisal impact on employee performance has not only improved the wellbeing of organizations, but

also improves the employees' skills and ability to do a best performance for organization.

### REFERENCE

1. Agarwala,T.(2008).Strategic Human Resource management. New Delhi:Oxford university Press.
2. Ainworth,M.,Smith,N. and Millership, A.2008.Managing Performance Managing people, B.jain publishers (P) Ltd.,New Delhi.