



A STUDY ON PERFORMANCE APPRAISAL AND IT'S IMPACT ON JOB SATISFACTION AT SRINIDHI MILK DAIRY

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ABSTRACT

Performance appraisal is a systematic process used by organizations to evaluate employee performance, provide feedback, and support professional development. It serves as a crucial tool for assessing productivity, identifying strengths and weaknesses, and aligning individual goals with organizational objectives. Common appraisal methods include 360-degree feedback, management by objectives (MBO), and rating scales, each offering unique benefits and challenges.

While performance appraisals can enhance motivation and job satisfaction, they may also lead to bias, anxiety, and resistance if not conducted fairly and transparently. Effective performance appraisals require clear criteria, regular feedback, and focus on continuous improvement rather than punitive measures. Integrating technology, data analytics, and employee self-assessments can enhance accuracy and fairness

KEY WORDS: PERFORMANCE OF EMPLOYEE, FEEDBACK, TEAMWORK, DECISION MAKING

INTRODUCTION

Performance appraisal is a systematic process used by organization to evaluate and assess employee performance over a specific period. It provides structured feedback on an employee's strengths, areas for improvement, and overall contribution to the organization's goals. Performance appraisal includes identifying skill gaps, setting future performance expectation, recognizing achievements, and professional development. It also serves as tool for employees to receive constructive feedback, align with organizational objectives, and enhance their career growth. Various methods are used in performance appraisal, such as self-assessment, peer reviews, 360-degree feedback, and supervisor evaluations. Effective performance appraisals promote motivation, productivity, and continuous improvement within the work place.



REVIEW OF LITERATURE

Botelho and Almedia (2022) highlights that Pas are instrumental in decision-making process related to salary adjustments, training needs, and the identification of under-performing employees. They also play a crucial role in aligning individual performance with organizational goals, thereby enhancing overall efficiency.

Sari and Nugroho (2023) emphasizes that well structured appraisal system can significantly boost employee productivity and time management. Their findings suggest that regular and constructive feedback through Pas leads to improved performance and personal growth.

Barbieri et al. (2023) explores the multi faced nature of Pas and offers strategies to enhance their fairness. The study advocates for transparent criteria, unbiased evaluation processes, and the inclusion of multiple evaluators to mitigate individual biases.

Singh (2022) identifies issues such as inflated ratings, flawed performance standards, and lack of managerial support as common obstacles. These challenges on under determine the credibility of the performance appraisal process and hinder its effectiveness in achieving organizational objectives.

PLUM (2023) highlights that subjective evaluation can leads to unfair assessments, affecting employee morale and trust in the system. Additionally, inconsistent processes and lack of clear objectives are common barriers that hinder the effectiveness of performance appraisal.

OBJECTIVES OF THE STUDY

- ❖ To study employee performance in Srinidhi dairy products.
- ❖ To know and identify the strength and weakness of employees to place right men on right job.
- ❖ To assess the level of performance of the employee in organization.
- ❖ To understand conceptual frame work of performance appraisal system in organization.

IMPORTANCE OF THE STUDY

Performance appraisals are essential for organizations and employee alike,as they provide a structured way to evaluate and improve performance

1. **Employee development** -Appraisals help identify strengths and weakness,allowing employees to work on skill development and career growth.
2. **Feedback and Recognition** - Regular performance reviews offer constructive feedback, recognizing achievement and addressing areas needing improvement.
3. **Improved communication** - They facilitates open discussions between employees and managers,fostering a culture of transparency and continuous improvement.



4. **Enhance productivity**- Regular evaluations keep employees accountable, driving higher efficiency and productivity.

5. **Encourage accountability**- employees take ownership of their responsibilities and work towards better outcomes.

FACTORS INFLUENCE

- ✧ The appraisal process must align with company value, goals, and policies.
- ✧ Clear, measurable, and realistic performance benchmarks are necessary.
- ✧ The structure, frequency, and methodology impact on effectiveness.
- ✧ Proper training for managers and employees ensures fair and accurate evaluation.
- ✧ Managers must provide constructive feedback that motivates the employee rather than discourages them.
- ✧ Rating should be uniform across different employees to avoid unfair discrepancies.

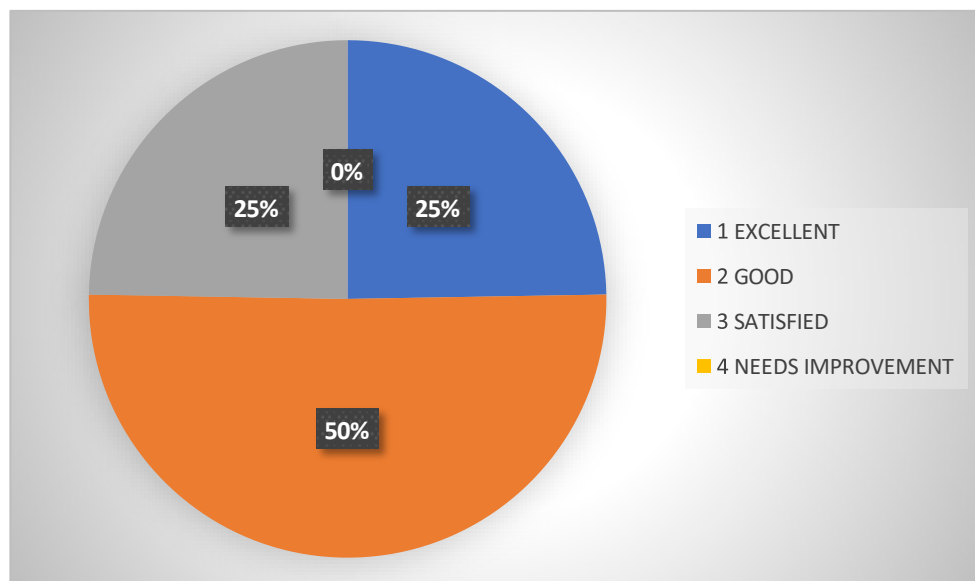
RESEARCH METHODOLOGY

The study performs a descriptive research approach to analyze the effectiveness of performance appraisal in Srinidhi Milk Dairy. The sample consists of 95 employees selected from the dairy, applying random sampling techniques. Both primary and secondary data were collected to verify the analysis. The primary data was acquired through a structured questionnaire. Employees from various departments and sections within the organization actively took part in the survey, contributing diverse perspectives and insights. The gathered data was analyzed using the percentage method to derive conclusions regarding the impact of performance appraisal and its impact on job satisfaction.

DATA ANALYSIS

1. How would you rate the quality of work delivered by the employee?

	No of respondent	percentage
Excellent	25	25%
Good	45	50%
Satisfied	25	25%
Needs improvement	0	0%
Total	95	100%

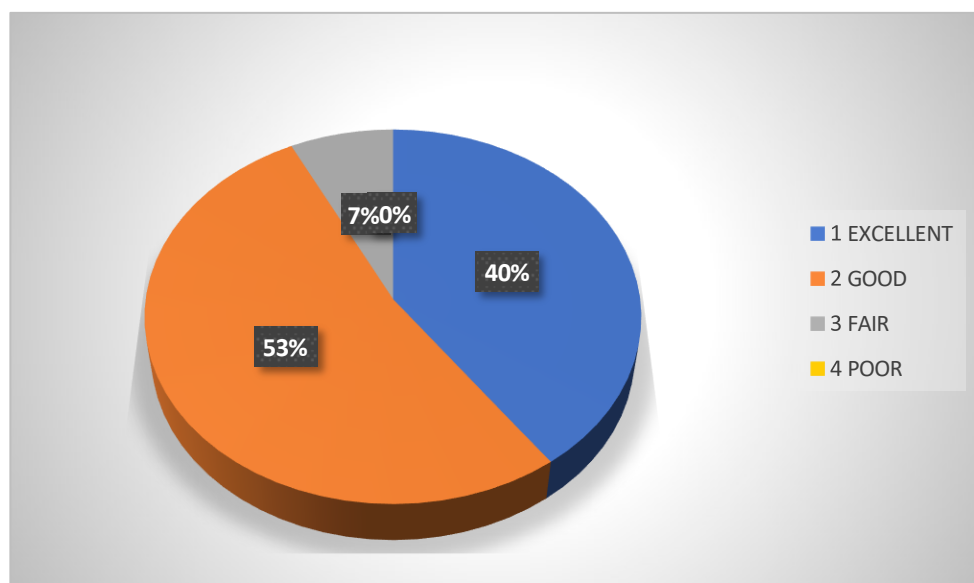


INTERPRETATION

The chart show that 25% employees says excellent of the work,50% of employee says good and 25% says satisfied.

2. How would you rate your problem sloving skills ?

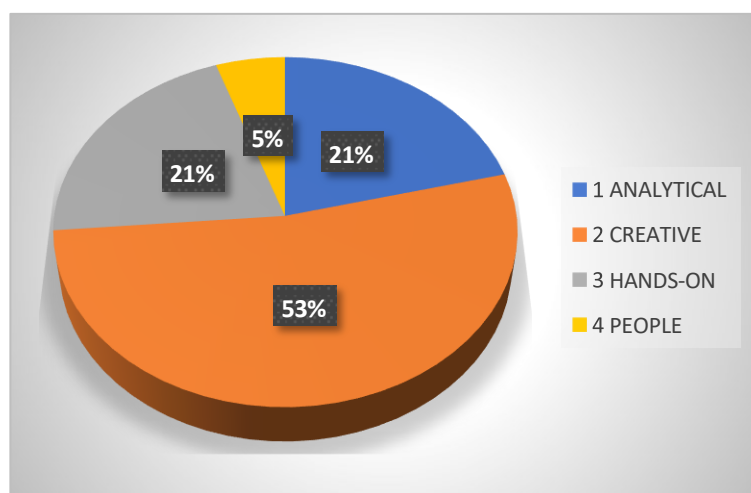
	No of respondent	Percentage
Excellent	38	40%
Good	50	53%
Fair	7	7%
Poor	0	0%
Total	95	100%



INTERPRETATION- The chart shows that 40% of employees says excellent problem solving skills, 53% of employees says good, 7% of employees says fair.

3. what type of work do you prefer ?

	No of respondent	percentage
Analytical	20	21%
Creative	50	53%
Hands on	20	21%
People	5	5%
Total	95	100%

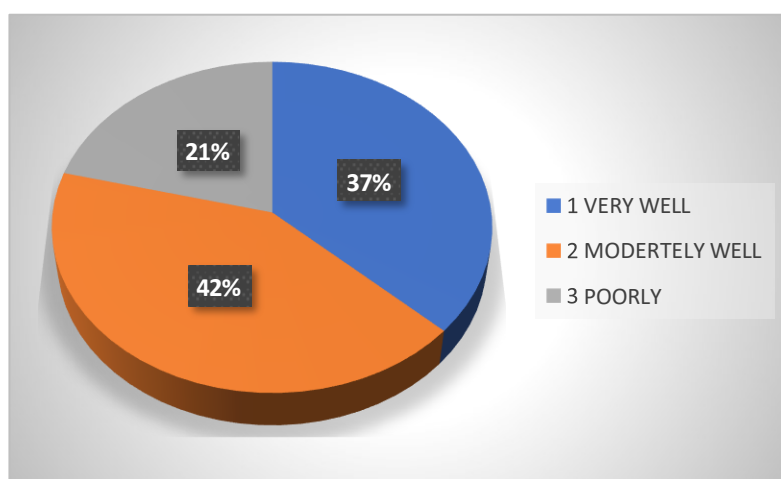




INTERPRETATION - The chart shows that 21% of employees says analytical work type, 53% of employee says creative work type 21% of employees says hands on 5% of employee says peoples work type .

4. How well do you adapt to change ?

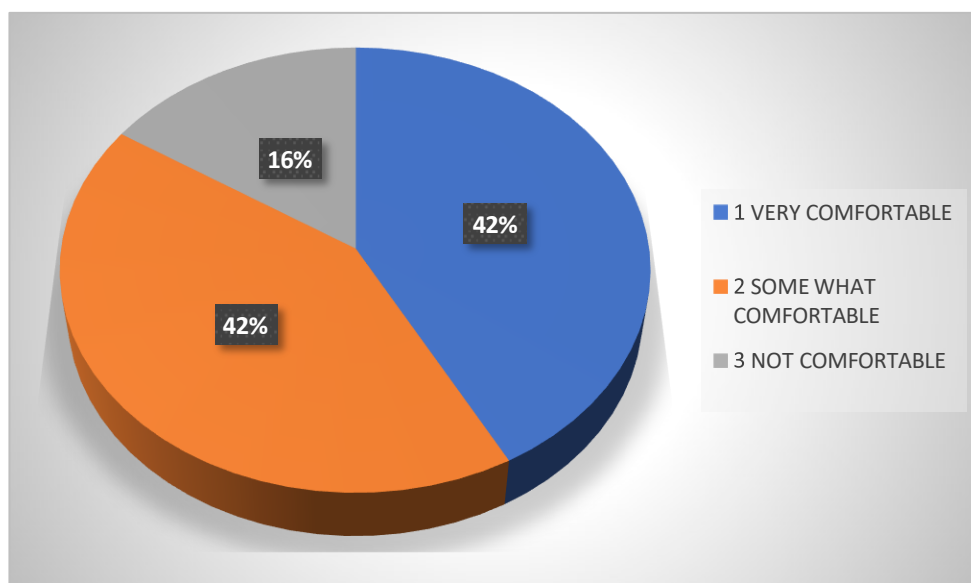
	No of respondent	percentage
Very well	35	37%
Modretly well	40	42%
Poorly	20	21%
Total	95	100%



INTERPRETATION - The chart shows that 37% of employees says that they adapted the changes the employees well 42% of employees says modretly well 21% of employees says poorly they adapt the changes.

5. How comfortable are you with team work ?

	No of respondent	Percentage
Very comfortable	40	42%
Some what comfortable	40	42%
Not comfortable	15	16%
Total	95	100%



INTERPRETATION - The chart shows that 42% of employees say they are very comfortable, 42% say they are somewhat comfortable, and 16% say they are not comfortable.

FINDINGS

- 50% of respondents say the quality of the work delivered by the employee is good.
- Majority of the employees say problem-solving skills are excellent.
- 56% of the respondents say that they would prefer creative work to do.
- 42% of employees say they adapt moderately well to changes in the working environment.
- 42% of the respondents feel very comfortable working in a team, while another 42% find it somewhat comfortable.

SUGGESTIONS

- Handle conflicts calmly and focus on solutions instead of blaming others.
- Learn from past decisions to make better choices in the future.
- Work on important tasks first to avoid last-minute stress.
- Regularly check your duties to stay focused on your goals.
- Pay attention and ask questions to avoid confusion.
- Build good relationships with co-workers, clients, and others.



CONCLUSION

Performance appraisal is a crucial tool for both employees and organizations serving as a structured approach to evaluating and improving performance. When conducted effectively, it enhances employee motivation, aligns individual goals with organizational objectives, and fosters a culture of continuous improvement.

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