



## **A STUDY ON PERFORMANCE APPRAISAL SYSTEM IN HLL LIFECARE LTD, TRIVANDRAM**

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### **ABSTRACT**

Human Resource (or personnel) control, with inside the experience of having matters accomplished via human beings, is an important part of each manager's responsibility, however many businesses discover it fine to set up a expert department to offer a professional carrier devoted to making sure that the human useful resource characteristic is done efficiently. "People are our maximum precious asset" is a cliché, which no member of any senior control group might disagree with. Yet, the truth for plenty businesses are that their human beings continue to be valued, be educated and be utilized. Once the worker has been selected, educated and motivated, he's then appraised for his overall performance. Performance Appraisal is the step in which the Management reveals out how powerful it's been at hiring and setting personnel. If any troubles are identified, steps are taken to talk with the worker and

treatment them. "Performance Appraisal is a technique of comparing an worker`s overall performance in phrases of its necessities." Performance Appraisal also can be described because the technique of comparing the overall performance and qualifications of the personnel in phrases of the necessities of the process for which he's employed, for functions of management which include placement, choice for promotions, supplying economic rewards and different movements which require differential remedy many of the participants of a set as outstanding from movements affecting all participants equally.

***Key words: Appraisal, Business, Control, Efficiency, Performance***

## **INTRODUCTION**

Performance appraisal is the method of obtaining, reading and recording facts approximately the relative really well worth of an worker. The consciousness of the overall performance appraisal is measuring and enhancing the real overall performance of the worker and additionally the destinyability of the worker. Its purpose is to degree what an worker does. According to Flippo, a distinguished character with inside the area of Human resources, "overall performance appraisal is the systematic, periodic and an independent score of an worker`s excellence with inside the topic touching on his gift process and his ability for a higher process." Performance appraisal is a scientific manner of reviewing and assessing the overall performance of an worker in the course of a given time period and making plans for his destiny. It is an effective device to calibrate, refine and praise the overall performance of the worker. It facilitates to investigate his achievements and examine his contribution closer to the achievements of the general organizational goals. By focusing the eye on overall performance, overall performance appraisal is going to the coronary heart of employee control and displays the control`s hobby with inside the development of the personnel.

Objectives of Performance appraisal:

- To evaluation the overall performance of the personnel over a given time period.
- To assist the control in exercise organizational control.
- To choose the distance among the real and the preferred overall performance. Helps to reinforce the connection and conversation among superior – subordinates and control – personnel.
- To diagnose the strengths and weaknesses of the people so one can discover the education and improvement desires of the destiny.

- To offer remarks to the personnel concerning their beyond overall performance.
- Provide facts to help within the different private selections within the enterprise.
- To choose the effectiveness of the opposite human useful resource capabilities of the enterprise along with recruitment, selection, education and improvement.

### **STATEMENT OF THE PROBLEM**

Execution Appraisal is the significant perspective in the association to assess the worker's exhibition. It helps in understanding the representative's work culture, association, and fulfillment. It helps the association in choosing representative's advancement, move, motivators, and boost in compensation. The review has been done to distinguish the viability of execution evaluation framework. As the presentation evaluation framework assists with spurring the representative through accomplishment and input the current review can give some idea for the current examination framework.

### **OBJECTIVES OF THE STUDY**

1. To study the effectiveness of performance appraisal in HLL Lifecare Ltd, Trivandrum
2. To provide feedback to employees so that they come to know where they stand and can improve their job performance.
3. To diagnose the strength and weakness of individuals so as to identify further training needs.
4. To provide coaching, counseling, career planning and motivation to subordinates.
5. To develop positive superior subordinate relations and thereby reduce grievance.
6. To test the effectiveness of recruitment, selection, placement and induction programs.

### **NEED FOR THE STUDY**

It is to know viability of the organization's current exhibition evaluation framework. Manpower is the principle asset of the organization, subsequently the organization needs to know the basic regions where they can carry out progress in order to apply the appropriate examination framework. To comprehend the progressions should be made in the evaluation to further develop the representative's fulfillment towards their work.

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## **SCOPE OF THE STUDY**

This study can be expanded further for future forecasts and suggestions to foresee of execution examination frameworks. Any examination might be a reality locator and this assertion remains constant even to this review. Thus this can be revived and changed in the future as indicated by their necessities. The review supported by an organized poll, which was the principle wellspring of subjective information. At first the review required depending more on auxiliary information. The concentrate additionally covers the apparatuses to work on the examination.

- Guarantee that presentation evaluation is compelling in the association
- Guarantee that examination framework is proficient and financially savvy

## **RESEARCH METHODOLOGY**

### ***Type of Research***

Descriptive studies has been used; it entails surveys and fact-findings enquirer of various sorts the foremost motive of descriptive studies is the outline of the nation of affairs, because it exists at present.

### ***Research Instrument***

The studies device used on this look at “based questionnaire”.

Structured questionnaire are the ones questionnaire wherein there are predetermined query referring to the thing for which the researcher collects facts.

### ***Data Collection***

#### **Primary Data**

The number one facts is accumulated via questionnaire and direct non-public interview.

The questionnaire changed into framed in one of these way to acquire accurate information, graded definitely for the look at.

## Secondary Data

The secondary facts has been accumulated via oral communication. Secondary facts approximately the enterprise profile and different info had been accumulated from the enterprise website.

## *Sampling Procedure*

Convenience sampling has been used on this look at. Convenience sampling is used for choice of homogeneous pattern for the look at.

## *Period of Study*

The look at changed into beneathneath taken for forty five days throughout Dec 2011 to Jan 2012.

## *Sampling Size*

Due to time and useful resource constraint the pattern

## **REVIEW OF LITERATURE**

Common outcomes of an effective performance appraisal process are employees' learning about themselves, employees' knowledge about how they are doing, employees' learning about 'what management values' (Beer, 1981). According to Stephan and Dorfman (1989) outcomes of effective performance appraisal are improvement in the accuracy of employee performance and establishing relationship between performance on tasks and a clear potential for reward. Dobbins, Cardy and Platz-Vieno (1990) told five outcomes i.e. use of evaluations as feedback to improve performance, reduced employee turnover, increased motivation, existence of feelings of equity among employees, linkage between performance and rewards. Nurse (2005) viewed provision of information for the development of managerial strategies for training and development as an outcome. Teratanavat, Raitano and Kleiner (2006) found outcomes like reduced employee stress, review of overall progress, linkage between current performance and employee's goals, and development of specific action plans for future.

## DATA ANALYSIS & INTERPRETATION

Table I showing Ranking for the Transparency of Performance Appraisal

S No	Particulars	No of Respondents	Percentage (%)
1	Rank 1	6	4.0
2	Rank 2	15	10.0
3	Rank 3	9	6.0
4	Rank 4	16	10.7
5	Rank 5	11	7.3
6	Rank 6	24	16.0
7	Rank 7	35	23.3
8	Rank 8	18	12.0
9	Rank 9	14	9.3
10	Rank 10	2	1.3
Total		150	100.0

Source: Primary Data

Inference:

23.3 % of the respondent's gave rank 7 for the appraisal. Chart II portrays the event.

Note:

1 being the least and 10 being the highest

Table II showing Satisfaction level for the appraisal system

S No	Particulars	No of Respondents	Percentage (%)
1	Highly satisfied	40	26.7
2	Satisfied	42	28.0
3	Neither satisfied Nor Dissatisfied	12	8.0
4	Dissatisfied	30	20.0
5	Highly dissatisfied	26	17.3
Total		150	100.0

Source: Primary Data

Interpretation:

The above table shows that 26.7 % of the respondent's exceptionally fulfilled, 28 % of the respondent's fulfilled, 8 % of the respondent's neither fulfilled nor disappointed, 20 % of the

respondent's disappointed, 17.3 % of the respondent's profoundly disappointed with the current evaluation framework.

Table III showing rating for the performance appraisal

S No	Particulars	No of Respondents	Percentage (%)
1	Rank 1	3	2.0
2	Rank 2	8	5.3
3	Rank 3	2	1.3
4	Rank 4	6	4.0
5	Rank 5	17	11.3
6	Rank 6	18	12.0
7	Rank 7	32	21.3
8	Rank 8	47	31.3
9	Rank 9	7	4.7
10	Rank 10	10	6.7
	Total	150	100.0

Source: Primary Data

Inference:

Majority of 31.3 % of the respondent's gave rank 8 for the appraisal.

Note:

1 being the least and 10 being the highest

CHI - SQUARE TEST – I

Table Showing the Relationship between Age and Level of Satisfaction of the Performance Appraisal System

H<sub>0</sub> = There is no relationship between age and level of satisfaction of the performance appraisal system

H<sub>1</sub> = There is a relationship between age and level of satisfaction of the performance appraisal system

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	35.008 <sup>a</sup>	16	0.004
Likelihood Ratio	37.593	16	0.002
Linear-by-Linear Association	3.701	1	0.054
N of Valid Cases	150		

Symmetric Measures			
		Value	Approx. Sig.
Nominal by Nominal	Phi	0.483	0.004
	Cramer's V	0.242	0.004
N of Valid Cases		150	

Calculated Value: 35.008

Table Value: 26.296

Outcome: Table value is less than Calculated Value

Ho is rejected. (Asymp. Sig<0.5=Ho is rejected)

Inference:

Since the table value is less than calculated value null hypothesis is rejected. There is a relationship between Age and Level of Satisfaction of the Performance Appraisal System

#### CHI - SQUARE TEST – II

Table Showing the Relationship between income and overall performance

H0 = There is no relationship between income and overall performance

H1 = There is a relationship between income and overall performance

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	23.531 <sup>a</sup>	12	.024
Likelihood Ratio	24.975	12	.015
Linear-by-Linear Association	1.408	1	.235
N of Valid Cases	150		



Symmetric Measures			
		Value	Approx. Sig.
Nominal by Nominal	Phi	.396	.024
	Cramer's V	.229	.024
N of Valid Cases		150	

Calculated Value: 23.531

Table Value: 21.023

Outcome: Table value is less than Calculated Value

Ho is rejected. (Asymp. Sig<0.5=Ho is rejected)

Inference:

Since the table value is less than calculated value null hypothesis is rejected. There is a relationship between income and overall performance.

## FINDINGS

- Greater part of 28 % of the respondent's happy with the current examination framework.
- Greater part of 33.3 % of the respondent's happy with their own presentation through the current examination framework.
- Greater part of 49.3 % of the respondents said that the examination is great.
- Greater part of 40 % of the respondent's happy with the current exhibition examination framework.
- Larger part of 31.3 % of the respondents gave rank 8 for the evaluation.

## SUGGESTIONS

- At the point when another worker is recruited or when new guidelines are embraced, bosses ought to correct sets of responsibilities and execution assessment structures and duplicates should be given to all impacted representatives.
- The association might give workers applicable input. Ambiguous, summed up or emotional assessments might prompt suit.
- The association can give more financial advantages to build the efficiency

- The association can lead additional preparation programs
- The association can lay out a survey review framework to keep chief inclination or individual sentiments from affecting on the evaluation.
- The association might offer the worker a chance to remark on or question the presentation evaluation. This will uphold the way that you gave the representative notification.
- The association might prepare bosses how to assess representative execution and how to manage the organization's examination framework.

## CONCLUSION

The performance appraisal system used in Hindustan latex Ltd is effective. The organization has to motivate the employees in order to increase the quality of the work. The presentation examination framework utilized in Hindustan plastic Ltd is viable. The association needs to persuade the representatives to expand the nature of the work done. Assuming more prominent measure of objectivity can be injected into the examination framework, it can assist with bringing more straightforwardness. One capacity of execution examinations is to assist representatives with growing so they can offer all the more really. For the representatives to create and learn they need to know what they need to change, where they have missed the mark, and what they need to do. To advance development, undeniably more data should be added to the evaluation cycle and the connected data ought to be straightforwardly imparted to the worker. The execution of a Performance Appraisal System lays on the shoulders of the administrator and he should guarantee that it is done appropriately. A decent chief can make a normal evaluation framework work as well as the other way around.

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