



A Study on Employee Satisfaction towards Performance Appraisal at Triwin Export

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Abstract:

Performance appraisal is credited by researchers as a tool for spurring employees towards the attainment of organizational goals. Considering employees' attitudes as a vital component in the attainment of organizational goals, this study investigated the impacts of performance appraisal on the employee satisfaction and commitment of employees. The study used a descriptive research design. A descriptive random sampling was used to sample 45 respondents from Triwin export in tiruppur. The study used questionnaires as its data collection instrument. The study revealed that employee satisfaction is positively related to and impacted by fairness in the appraisal system, linking appraisals with promotion, clarity of roles and feedback about their performance.

INTRODUCTION:

Performance appraisal is an important management tool to audit human capital. In many organizations, appraisal results are used as a tool to fix the reward. The appraisal results are used to identify better performing employees for placement to higher post in the hierarchy of organizational structure. The satisfaction of employee towards the appraisal system of the company depends on many factors such as communication, measurement policies and post review policies. The total output of the organization depends on satisfaction level of employees. The performance appraisal is an important tool to many human resource functions. Hence, relationship between employee satisfaction and performance appraisal is an important area of research. A fair performance appraisal process helps to improve the satisfaction in employees. The willingness to invest additional effort towards enhancing production and there by market and financial position increases with employee satisfaction. The performance appraisal accounting for the individual and team performance of the member will help on increase the plant output.

REVIEW OF LITERRATURE:

TahiraUmair et al. (2019), undergone research study to investigate that firms which are operating in Pakistan have fair system of performance appraisal or not. Descriptive research design was used and random sampling method was used to select the sample. It was found that the result explored that distributive, procedural and interactional fairness in the appraisal system are the three significant variables that enhances the job satisfaction of an employee in the garment sector of Pakistan. In conclusion, the study shows that perceived fairness in appraisal system effect the job satisfaction of an employee in the garment sector of Pakistan In addition to this, job satisfaction of an employee is highly correlated with the interactional fairness in the appraisal system.

RimjhimJha et al. (2019), undergone research study to improve the service quality of healthcare. With the help of an effective performance appraisal program, employee's performance can be monitored, and employee will be kept motivated. They designed some specific set of behaviour, the set of behaviours are predetermined and anchored to numeric rating. A nurse can be rated on the basis of sympathy she shows to patient. 360 degree performance appraisal technique was used and through which the employee's performance was rated. It was found that the entire three forms product, process and administrative of organizational innovation was significantly affected by training and development. Research reports in this area says that salary, work itself, work culture, superior's attitude, designed organizational policies, family problem, industrial relations etc are the factors which influence job satisfaction.

Isaac OpokuAnsah et al. (2017), undergone research study to investigate the impact of performance appraisals on employees' job satisfaction and organizational commitment, investigating the relationship between performance appraisal and employees' job satisfaction. Descriptive research was used and the sampling was done by stratified sampling technique, Regression analysis. It was used to analyze data that a positive relationship exists between employees' job satisfaction and the factors namely, fairness of an appraisal system, rewards, clarity of roles and the provision of feedback about employees' performance. The researchers conclude that factors such as clarity of roles and purpose of performance appraisals have an effect on employees' commitment and job satisfaction.

STATEMENT OF THE PROBLEM:

The research problem of the study is to analyse the employee satisfaction towards performance appraisal at triwin export

OBJECTIVES OF THE STUDY:

- To examine whether the performance appraisal method is effective
- To identify the employees satisfaction towards performance appraisal system
- To analyses the employees expectation towards performance appraisal system

SCOPE OF THE STUDY:

The study focuses on understanding the employees satisfaction towards the performance appraisal in the organization the researcher could gain practical knowledge about the various factors that determine in the process of Performance Appraisal System the study will be useful to the management , they may be improve the current Performance Appraisal System and rectify which are the issues found this study there is a prospect to motivate the employees with respective performance evaluation in future.

RESEARCH METHODOGY:**Type of Research:**

The research design states the conceptual structure within which the research was conducted. It is a plan for study that is used to ensure that all relevant data are collected in the most economic way. The research design gives the accuracy in the data collected. Descriptive research is being used in the study.

Sampling Technique:

Census method is adopted for selecting the sample.

Sampling Size:

The sample respondents are used for collecting the data is 45 employees of Triwin export tiruppur.

SOURCE OF DATA:**Primary data**

Primary data is gathered for the first time for specific purpose or specific research process. The normal procedure for obtaining primary data is to interview some people individually. The method used for collecting the Data for my study is Questionnaire method, Interview & Observation method.

Secondary data

The secondary data has been collected through following.

- Books
- Record of the company
- Internet

ANALYSIS & INTERPRETATION:**TABLE NO 1****AWARE OF PERFORMNACE APPRAISAL**

S. No	Aware of performance appraisal	No of Respondent	Percentage
1.	Yes	45	100%
2.	No	0	0%
	Total	45	100



INTERPRETATION:

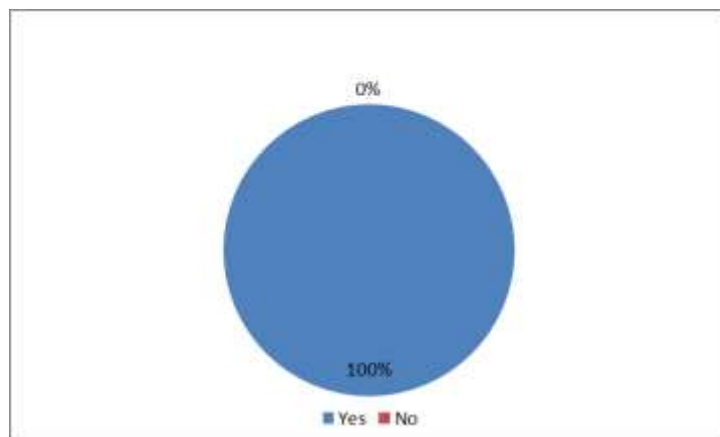
The above table refers that 100% of the respondent are yes, 0% of the respondent are no

The majority of the respondent 100% are yes

TABLE NO 2

DISTRIBUTION OF RESPONDENT REGARDING IS THERE IS A FORMAL SYSTEM FOLLOWED TO EVALUATION THE PERFORMANCE IN THE ORGANIZATION

S. No	Formal system evaluation	No of Respondent	Percentage
1.	Yes	45	100%
2.	No	0	0%
	Total	45	100



INTERPRETATION:

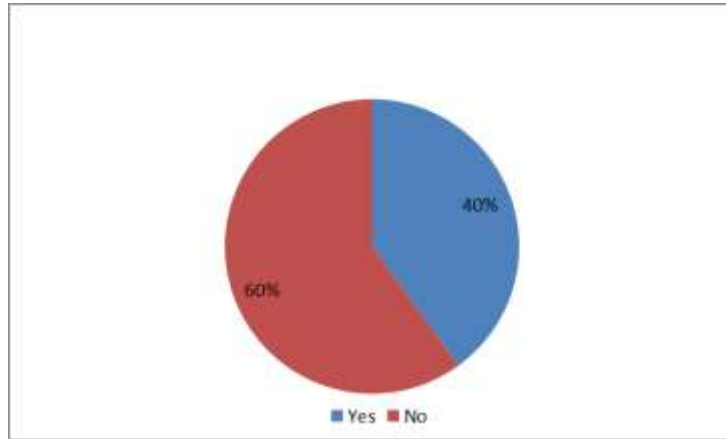
The above table refers that 100% of the respondent are yes, 0% of the respondent are no

The majority of the respondent 100% are yes

TABLE NO 3

SATISFACTION TOWARDS PERFORMANCE RATING

S. No	Satisfaction towards performance rating	No of Respondent	Percentage
1.	Yes	18	40%
2.	No	27	60%
	Total	45	100



INTERPRETATION:

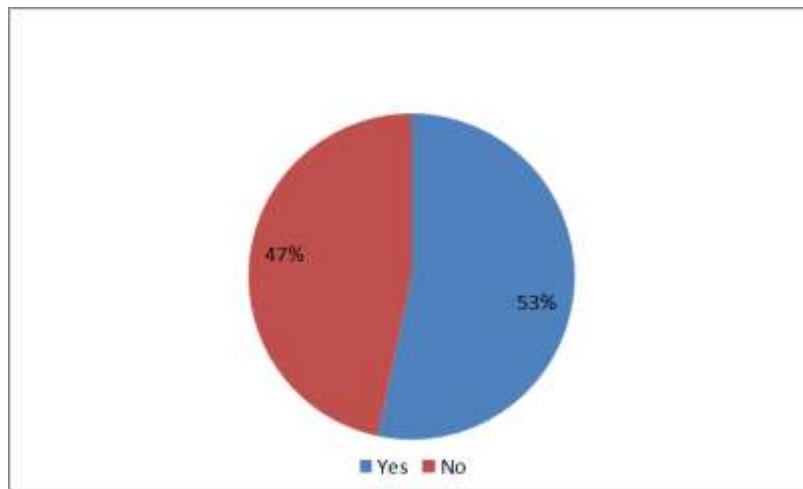
The above table refers that 40% of the respondent are yes, 60% of the respondent are no

The majority of the respondent 60% are no

TABLE NO 4

DISTRIBUTION OF RESPONDENT REGARDING SATISFACED WITH THE AMOUNT OF SUPPORT AND GUIDANCE THAT THEY RECEIVE FROM THE SUPERVISOR

S. No	Satisfaction towards support and guidance receive from supervisor	No of Respondent	Percentage
1.	Yes	24	53%
2.	No	21	47%
	Total	45	100



INTERPRETATION:

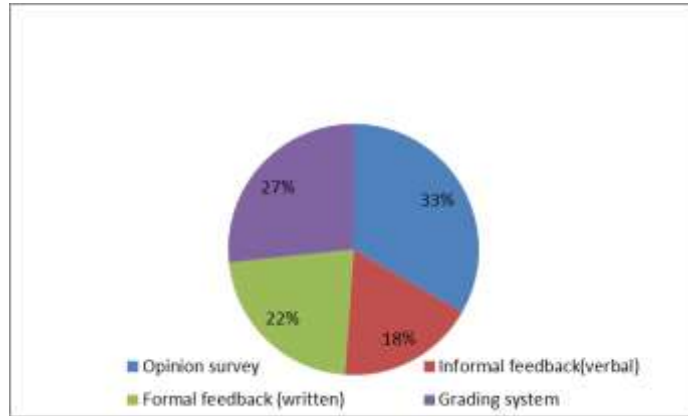
The above table refers that 53% of the respondent are yes, 47% of the respondent are no

The majority of the respondent 53% are yes

TABLE NO 5

DISTRIBUTION OF RESPONDENT REGARDING PROCESS USED TO EVALUATE THEIR PERFORMANCE

S. No	Process used to evaluate the performance	No of Respondent	Percentage
1.	Opinion survey	15	33%
2.	Informal feedback(verbal)	8	18%
3.	Formal feedback (written)	10	22%
4.	Grading system	12	27%
	Total	45	100



INTERPRETATION:

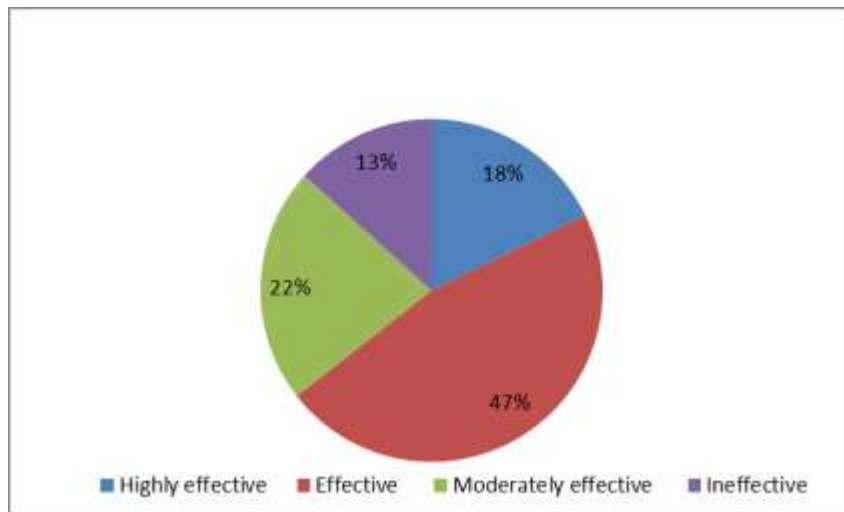
The above table refers that 33% of the respondent are opinion survey, 18 % of the respondent were informal feedback (verbal), 22% of the respondent were formal feedback (written), 27% of the respondent were grading system.

The majority of the respondent 33% are opinion survey

TABLE NO 6

DISTRIBUTION OF RESPONDENT REGARDING EFFECTIVE OF PERFORMANCE APPARISAL SYSTEM IN THE ORGANIZATION IS HELPING YOU TO IMPROVE YOUR PERFORMANCE

S. No	Effective of performance appraisal system	No of Respondent	Percentage
1.	Highly effective	8	18%
2.	Effective	21	47%
3.	Moderately effective	10	22%
4.	Ineffective	6	13%
	Total	45	100



INTERPRETATION:

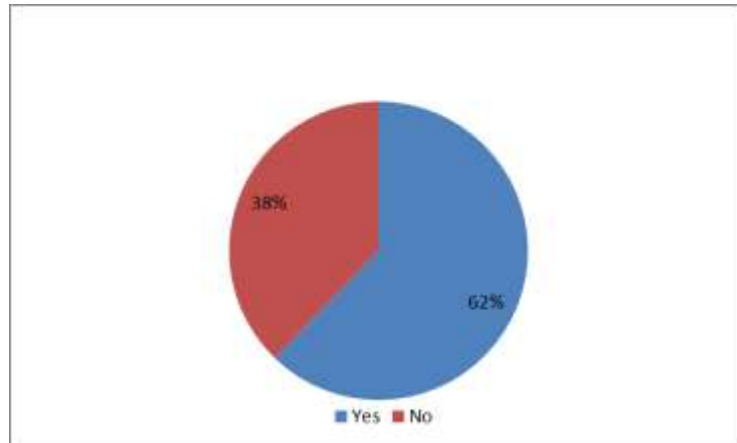
The above table refers that 18% of the respondent are highly effective, 47 % of the respondent were effective, 22% of the respondent were moderately effective, 13% of the respondent were ineffective.

The majority of the respondent 47% are effective

TABLE NO 7

DISTRIBUTION OF RESPONDENT REGARDING IS THE TOP LEVEL MANAGEMENT PARTIAL IN PERFORMANCE EVALUATION

S. No	Top level management partial in performance evaluation	No of Respondent	Percentage
1.	Yes	28	62%
2.	No	17	38%
	Total	45	100

**INTERPRETATION:**

The above table refers that 62% of the respondent are yes, 38% of the respondent are no.

The majority of the respondent 62% are yes

CONCLUSION

This study looked into how satisfied employees were with the performance review process. Overall results indicate a relationship between performance reviews and employee satisfaction. Counseling is the best way to deal with this issue of the employees' performance because it helps them understand their personal and organisational goals. Performance appraisals should satisfy the employees, and if they are not satisfied, it should be explained to them why their performance is inadequate. Every employee must receive inquiries. Several categories of employees weren't motivated by the performance rating system, thus management made sure to inform them of its essential points.

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