

## **A Study on Performance Appraisal System in DRS DILIP Road Lines Ltd, Chennai**

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### **Abstract**

*The aim of the descriptive research study was to know the opinion of employees with respect to performance appraisal system in the organization. The outcome of the research witnessed that majority of the respondents have shown positive tendency with respect to performance appraisal practices in the organization. The researcher has taken the advantage of both primary and secondary data sources. Applied both descriptive and inferential statistics to analyze the data in all dimensions. The research will facilitate to motivate the employees by applying fair performance appraisal practices. The outcome of the research can be generalized under any context where the need arises to appraise the performance of employees.*

### **Key words**

Performance, Appraisal, Appraisal system, Performance Management, Performance Analysis, etc..

### **Introduction**

The study basically based on the study overall employees performance appraisal. literally, performance appraisal, performance assessment and performance management, all the terms refer to the process of comparing the actual performance "with the relative standards, here employees performances are evaluated to determine the extent" to "high employees performances contribute to strategize organization goals. The appraisal process of along, one of the leading fashion brands have been described in a precise form. Having been an intern here, several things have been appeared in mind to make the report; finally, performance appraisal process has been chosen. Performance appraisal has been selected because it is a vast area to study and so many things.

## Review of Literature

The performance appraisal system will facilitate to measure the performance of employees in the organization. There are two different types of methods will come into the picture, they are 1.Modern Methods and Traditional Methods. The Modern methods which are sophisticated in nature. The list of modern methods includes, 360 degrees performance appraisal method, management by objective and etc. In the present context, the company is implementing 360 degrees performance appraisal method, which facilitates to measure the employee performance in all dimensions. In the contemporary scenario the majority of the companies are using the 360 degrees performance system practices in the organization.

## Research GAP

Skill and performance gaps crop up in every workplace. Jobs, technologies, and even demand change over time. When this happens, recognizing and working to fill performance gaps is crucial to maintaining results and productivity inside your team. In most cases, performance gaps are the direct result of missing skills inside your team. This could show up as lack of development for team members or missing team members. The best short-term strategy is to use direct intervention to bridge these gaps with training and hiring, but long-term goals should involve using competency models and frameworks to account for skills gaps before they occur, so that employees are hired, developed, or directly trained to prevent them.

## Research Methodology and Design

### NEED OF THE STUDY

1. The study has great significance and provides benefits to various parties whom directly or indirectly interact with the company.
2. The study is also beneficial to employees and offers motivation by showing how actively they are contributing for company's growth.

## SCOPE OF THE STUDY

- ✚ The present study is limited to DRS Dilip Road Lines ltd. The scope of the present study has confined to the below objectives.
- ✚ ➤ The study is confined to low level 120 employees in DRS DILIP ROAD LINES LTD.
- ✚ ➤ The scope of the present study has confined to the objectives.

## OBJECTIVES OF THE STUDY

- ✚ To assess the effectiveness of employee Performance appraisal system in DRS Dilip Road Lines ltd
- ✚ To study existing performance appraisal system.
- ✚ To find out how well the employees are performing the job and establish a Plan of improvement
- ✚ To know how management is taking decisions regarding promotions and wages based performance appraisal.

## DATA SOURCES

The researcher has taken the advantage of both primary and secondary data sources. The primary data sources included the survey methods. The survey methods are questionnaire, observation and interviews. The secondary data sources include, articles from various journals, government reports and sources.

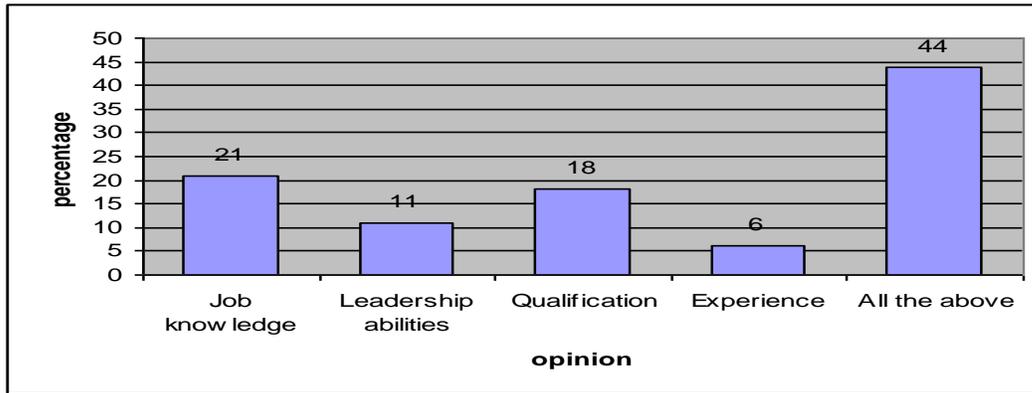
## SAMPLE SIZE

The researcher has taken 120 sample sizes by using structured questionnaire which include both open and closed ended questions.

## SAMPLING TECHNIQUE

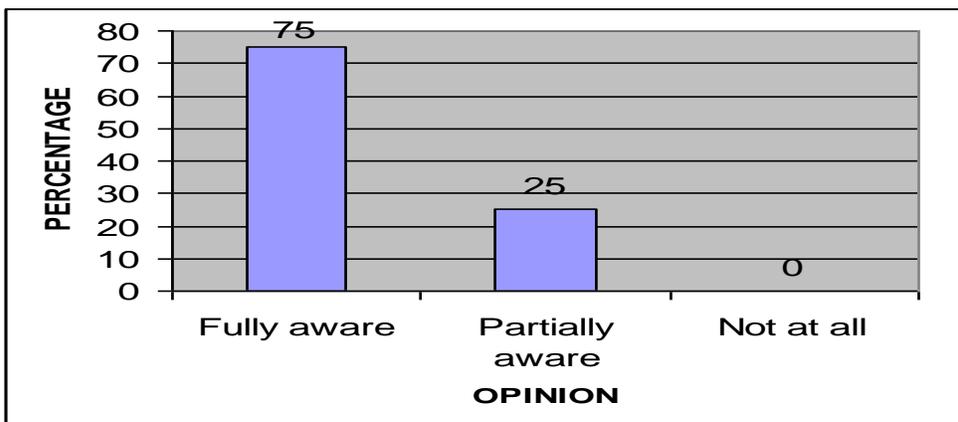
The researcher applied the simple random sampling technique followed by percentage method used to assess the collected data in all aspects by taking the advantage of tables and graphs.

**Graphical representation distribution Of Sample Respondents with respect to opinion of employees with regarding to factors considering while going for performance appraisal.**



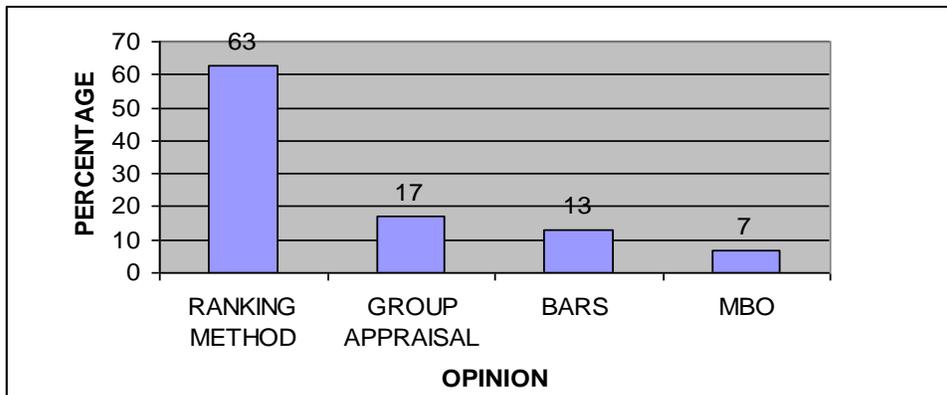
From the above table and figure 4.2 depicts that 21% of the employees opined considering job knowledge, 11% of the employees opined considering leadership abilities, 18% of the employee considering qualification, 6% of the employee considering experience, 44% of the employee considering all the above.

**Graphical representation distribution Of Sample Respondents with respect to opinion of employees with regarding the aware of the performance appraisal system in the company.**



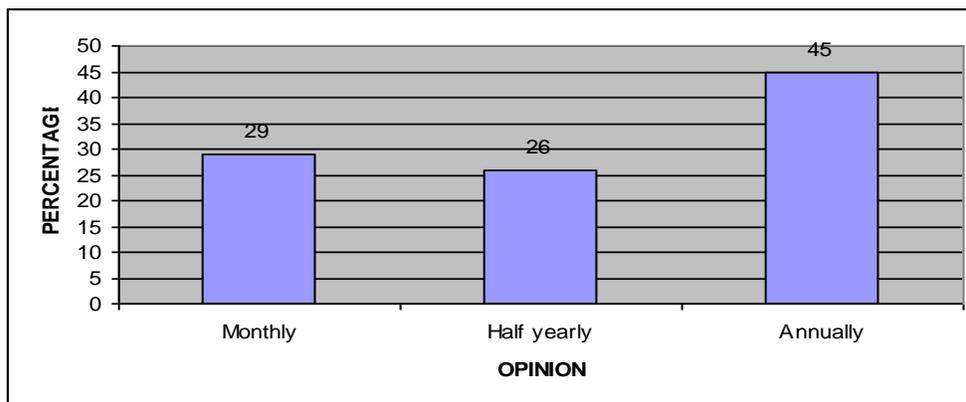
From the above table and figure 4.3 depicts that 75% of the employees fully aware, remaining 25% of the employee are partially aware.

**Distribution of Sample Respondents with report to opinion of Employees with Regarding to The Method Considering the Employee Performance.**



From the above table and figure 4.4 depicts that 63% of the employees opined considering ranking method, 17% of employees opined considering group appraisal, 13% of employees opined considering BARS, 7% of employees opined considering MBO.

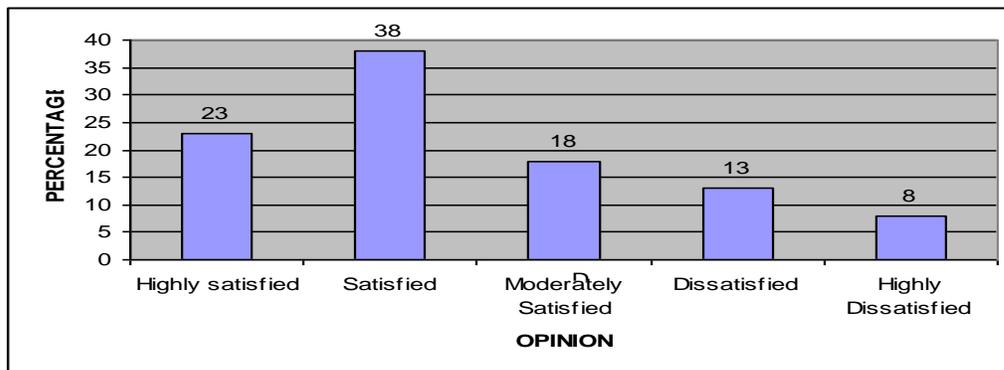
**Graphical representation distribution of Sample Respondents with report to opinion of the Employee with regarding Evaluation of Performance Appraisal in a year.**



From the above table and figure 4.5 depicts that 29% of employees opinion that evaluation of employee performance in monthly, 26% of employees opinion that evolution of employee

performance in half yearly and 45% of employees opinion that evaluation of employee performance in yearly.

**Distribution of Sample Respondents with respect to opinion of employed with regard to the satisfaction level of performance of appraisal system in the organization**



From the above table & figure 4.6 depicts there 79% of the employees satisfied regarding level of performance appraisal system in the organization where 23% of employee are highly satisfied , 38% of employee are satisfied, 18% of employee are moderate satisfied. 21% of employees are dissatisfied regarding level of employee satisfaction where 13% of employee are highly dissatisfied, 8% of employee are dissatisfied.

**Findings**

- 21% of the employees opined considering job knowledge, 11% of the employees opined considering leadership abilities, 18% of the employee considering qualification, 6% of the employee considering experience, 44% of the employee considering all the above.
- 75% of the employees fully aware, remaining 25% of the employee are partially aware.

- 63% of the employees opined considering ranking method, 17% of employees opined considering group appraisal, 13% of employees opined considering BARS, 7% of employees opined considering MBO.
- 29% of employees opinion that evaluation of employee performance in monthly, 26% of employees opinion that evolution of employee performance in half yearly and 45% of employees opinion that evaluation of employee performance in yearly.
- 79% of the employees satisfied regarding level of performance appraisal system in the organization where 23% of employee are highly satisfied, 38% of employee are satisfied, 18% of employee are moderate satisfied. 21% of employees are dissatisfied regarding level of employee satisfaction where 13% of employee are highly dissatisfied, 8% of employee are dissatisfied.

## CONCLUSION:

From the research, I conclude that in DRS DILIP ROAD LINES, the employees are satisfied with the existing appraisal system. The management has conducting the developmental programmes very seriously to improve their employee standards. This stage includes giving counselling and necessary training to employees for better performance.