

THE STUDY ON EMPLOYEE PERFORMANCE MANAGEMENT SYSTEM TOWARDS V.O. CHIDAMBARANAR PORT AUTHORITY WITH REFERENCE TO THOOTHUKUDI

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Abstract - This research aims at examining the role of the performance management system in terms of managing performance among employees in V.O. Chidambaranar Port Authority, Thoothukudi, on the efficiency of the employees. The analysis covers various aspects of performance management including performance appraisals, feedback process, goal-setting, and training. This paper looks at the way an effective performance management system contributes to the increased efficiency of employees. It is found out that the use of an effective performance management system contributes considerably to organizational efficiency.

Keywords: Performance Management System, Employee Performance, Organizational Effectiveness, Performance Appraisal

1. INTRODUCTION

Performance management has become the popular term in the of employees and make the organization more productive will be present competitive world. Performance management is a very discussed.

broad and complex concept in Human Resource Management that includes goal setting, monitoring of progress, regular feedback and

coaching to achieve better results, initiating development programs for employees and recognizing good work done by them. The process of performance management starts from the day an individual joins in an organization till the day he leaves the same organization.

The Performance Management System is an effective approach used by organizations to measure their employees' performances,

give feedback, and recognize any training requirements. Through

the use of the PMS, the employees will know exactly what they are supposed to do. This increases their level of job satisfaction and

organizational efficiency. The idea of aligning individual

performance to organizational goals can be seen in MBO by Peter F. Drucker.

The design of an effective Employee Performance Management System enables the organization to have clearly established expectations, offer consistent feedback, train the employees accordingly, and appreciate their efforts and contributions to the organization. This research paper attempts to analyze the performance of the Employee Performance Management System at V.O. Chidambaranar Port Authority. The analysis would cover various aspects related to how performance appraisal is conducted in the organization and its effect on employee performance. The improvement measures that can be taken to improve the performance

Objectives of the Study

1. To analyze the efficiency of the current performance appraisal system.
2. To understand the factors affecting employee performance and productivity.
3. To measure employee satisfaction levels regarding the performance appraisal system.
4. To provide recommendations on improving the Performance Management System.

1. LITERATURE REVIEW

Walton (2023) Performance Management System is an effective tool for organizational change. Employees who have the same position and similar experience received equal pay and also shared similar chances of being promoted. The transition to a performance-based culture was a very drastic process. Equity and not equality was the driving factor behind this change and performance was used as a vehicle to drive this change. This process also needed the employee to be incentivized for the work he or she does. For that purpose, there had to be guidance from the manager on the performance of each employee. Goals and performance benchmarks were essential for this purpose.

Baron (2025) Management of performance can be used to create a strategy link between the evaluation and auditing, thus enabling management to know more about the skills, capabilities, and behaviors of employees. Management will then be able to learn how to satisfy the needs of their organization and how best to get feedback regarding the behavior of employees towards goal achievement.

Recent studies indicate that Performance Management Systems (PMS) have evolved from traditional appraisal methods to continuous and development-oriented approaches. Modern PMS emphasizes regular feedback, coaching, and employee participation, which significantly improves individual and organizational performance.

However, some researchers point out challenges in implementing PMS, such as bias in evaluation, lack of proper communication, and over-reliance on numerical performance indicators. These issues can reduce the effectiveness of the system if not addressed properly.

2. RESEARCH METHODOLOGY

Research methodology is a systematic approach for solving the research problem through the use of different research methods and the logic behind the research problem.

RESEARCH DESIGN

After identifying and defining the research problem comes the design of the research plan, also referred to as the "research design."

SAMPLE DESIGN

Sampling can be described as the selection of a portion of the group or whole based on which a conclusion can be drawn for the entire group or whole. In simple terms, it is a technique used to obtain information regarding the whole group using just a portion of the group.

CONVENIENCE SAMPLING

A technique for selecting a sample in statistics where individuals are selected for participation simply due to their availability or accessibility.

3. SAMPLE SIZE:

A total number of 120 samples have been chosen for this study.

These are the statistical methods which have been applied to the data set. These data sets have been analyzed using certain statistical methods such as chi square analysis and simple percentage analysis.

4. DATA COLLECTION METHOD

i) Primary Data:

Primary data is one that has been originated by the researcher with the objective of solving the research problem. The information was collected through questionnaire.

ii) Secondary Data:

Secondary data consists of books that were referred to gather the related theoretical aspects.

TOOLS FOR ANALYSIS

"The various techniques used for analyzing the data are:"

1. Percentages
2. Chi-Square
3. Correlation

5. SUGGESTIONS

1. To maintain proper integrity of the appraisal reports, the reports have to be checked by expert committees at division level and corporate level, as they sometimes may get influenced by personal considerations.
2. To encourage continuous learning, in addition to providing many methods of development, mention should be made of required skills and marks must be allotted to skills acquired.

6. CONCLUSION

Recommend that the V.O. Chidambaranar Port Authority has experienced some of the issues involved in performance management. The need to enhance the system through proper training of the raters and having well-defined goals should be considered for the benefit of the employees and the whole process.

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