

**Performance Appraisal And Satisfaction Of Employees Chehal Udhyog, Mandi Gobindgarh
(147301)****POOJA SHARMA, A.S. College, Khanna. email id: Pooja12c33@gmail.com****ABSTRACT**

In the contemporary business era there is great demand of commitment of an employee toward work. This commitment is possible only if good performance appraisal system is there in the organization. Performance appraisal brings efficiency and effectiveness in the working of an organization. Performance appraisal assists the top level management to exercise organization control to bring efficiency at all level. It will further leads to relationship and communication with the organization. This study mainly focuses on analysis the performance appraisal system and level of satisfaction with this system at CHEHAL UDHYOG, MANDI GOBINDGARH. This study is based on primary data collected through survey method. Employee of organization is interviewed and data is collected through questionnaire method. This study also tries to evaluate the system of performance appraisal and provide necessary suggestion to the organization for improvement.

KEYWORDS

Satisfaction, performance appraisal, efficiency

INTRODUCTION

Performance appraisal means to evaluate the work done by employee. Performance appraisal provides opportunity to an organization to diagnosis the deviation in the organization and find out solution of this deviation. performance appraisal assist to manager for taking various decision like promotion, demotion, transfer and setting the reward and recognition for an employee in the organization. It further helps to reduce or handle grievance of employee in an organization. A good performance appraisal system always satisfied a employee in an organization so this study basically focus on analysis the performance appraisal system at CHEHAL UDHYOG and to check out whether the employee are satisfied with it or no

CHEHAL UDHYOG, This factory is located in focal point **Mandi Gobindgarh**. Sir- hind side, factory was step-up during the year 2013, and employees are recruited **during 2013 to 2014**. Manufacturing of angles are done under this factory. They build good reputation in local as well as national and international market. Raw material is imported from the foreign countries and with the imported material it is converted into iron angles. **CHEHAL group** have strength of fast and effective manufacturing.

FACTORY PROFILE

NAME OF FACTORY	CHEHAL UDHYOG, MANDI GOBINDAGRH
Owner	MR. Shish pal chehal
STAFFING	2013- 2014
CAPITAL	1.5 CRORE
TURNOVER	25 TO 30 CRORE EVERY YEAR APPXO....
NATURE OF BUSINESS	MANUFCAURER , SUPPLIER
KEY PERSON DEALING	Mr. Bhagvan Das, Mr. Sandeep
TOTAL NO. OF EMPLOYEES	90 TO 95
IMPORTING COUNTRIES	Hongkong, sigapur and others.

NEED OF GOOD PERFORMANCE APPRAISAL SYSTEM- A good system of performance appraisal system is required in an organization due to some reasons which are followings-

- To provide training and development of employee in the organization a system of performance appraisal is required
- In order to find out deviation in the current performance with regard to the standard
- In order to bring effectiveness and efficiency in the organization a good performance appraisal system is required.

PERFORMANCE APPRAISAL AT CHEHAL UDHYOG

There are various technique adopted by different organization for performance appraisal like ranking method, grading method, check list method and forced distribution and various other method and various organization adopting the methods like Behaviors anchored rating scale and 360 degree performance appraisal and balanced scored card for the performance appraisal but in the factory mainly two method of performance appraisal are used are following- **Management by objective**-at CHEHAL UDHYOG management by objective technique are used employee are involved at decision making and then goals or standard setting is done after consulting the employee then there performance is measured as per the standard. If standard are not achieved by the employee then deviations are find out by comparison of actual performance with the standard. And then training and suggestion are provided to them for it. **Group appraisal technique** is used in which appraisal is done for each group on the basis of assigned task and standard.

REVIEW OF LIETRAUTURE

Bagul .B (2014) this study depicts that under SEMCO electric pvt.ltd major employees are aware are about performance appraisal system , and happy with the system . the various suggestion are given to adopt 360 degree appraisal system , must introduced self appraisal report.

Jansirani.(2013) this studies focus on evaluating the performance appraisal of organization at Wipro Infrastructure pvt. Limited. Evaluating the performance Appraisal in the organization .and tries to find out the awareness among employee of the organization about this system. Sample size of 100 was taken and data is analyzed chi square, average rank and various statistical measures are used and concluded that performance appraisal system in this organization is fair.

Xavier (2015) this study depicts that find out effectiveness of the performance appraisal system with demographic factors, study depicts that performance appraisal system have high influence in social demographic factors.

Kumar (2017) this study mainly focus on identify the gap in implementing the study65 sample appraiser are taken for study and concluded that organization cannot grow if individual working in the organization have good performance appraisal system. This study also depicts that performance appraisal is mean not an end.

RESEARCH METHODOLOGY

Research design	Descriptive
Primary data collection	Through questionnaire method
Secondary data collection	Websites, record of factory, journals, internet
Sampling method	Convenience sampling
Sample size	50
Scaling techniques	Likert scale
Statistical tool	Chi square test, f test

OBJECTIVES- followings are the main objective of this study_

- To analysis the satisfaction of employee with performance appraisal with respect to qualification
- To evaluate the satisfaction of employee with performance appraisal with respect to marital status.
- To draw conclusion and provide necessary suggestion.

For fulfilling these objectives data is collected from employees of Chehal Udhyog. Two hypotheses are framed with respect to marital status and qualifications.

HYPOTHESIS OF THE STUDY

HO-1 there is no significance difference between satisfaction level with performance appraisal and qualification of employees.

H0-2 there is no significance difference between satisfaction level with performance appraisal and marital status.

DATA ANALYSIS AND INTERPRETATION

H01- Let us take the null hypothesis that is no significant difference between qualification of employees and *their satisfaction with performance appraisal*.

Table no 1(a)

Qualification	Frequency	Percentage
Not educated	9	18%
Up to 10 th	15	30%
Up to 12 th	18	36%
Graduation/ post graduation	8	16%
Total	50	100

Table no -1(b)

Qualification	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
Illiterate	2	5	2	0	0	9
Up to 10 th	8	7	0	0	0	15
Up to 12 th	12	4	0	1	1	18
Graduated or post graduated	7	1	0	0	0	8
Total	29	17	2	1	1	50

(Source: Primary data)

Chi square

Observed frequency	Expected frequency	(o-E)	(O-E)*2	(O-E)*2/E
2	5.22	(3.22)	10.36	1.985
5	3.06	1.94	3.76	1.23
2	0.36	1.64	2.69	7.47
0	0.36	0.36	0.126	0.36
0	0.18	0.18	0.0324	0.18
8	8.7	(0.7)	0.49	0.056
7	5.1	1.9	3.61	0.71
0	0.6	0.6	0.36	0.6
0	0.3	0.3	0.09	0.3
0	0.3	0.3	0.09	0.3
12	10.44	1.56	2.43	0.23
4	6.12	(2.12)	4.49	0.73
0	0.36	0.36	0.5184	0.72
1	0.36	0.36	0.129	0.358
1	0.36	0.36	0.129	0.358
7	4.64	2.36	5.57	1.20
1	2.72	(1.72)	2.96	1.08
0	0.32	0.362	0.1024	0.32
0	0.16	0.16	0.0256	0.16
0	0.16	0.16	0.0256	0.16
TOTAL				18.207

DEGREE OF FREEDOM (C-1)(R-1)

$$4*3=12$$

TABLE VALUE IS - 21.026 (at 5 % level of significance)

Interpretation

Calculated value of chi square is less than the table value so our hypothesis is accepted there is no significance difference between qualification of employees and their satisfaction with performance appraisal.

❖ **Ho2 let us take null hypothesis that there is no significance difference between the marital status and satisfaction level with performance appraisal.**

Table no 2(a)

Marital status	Frequency	Percentage
Married	37	74
Unmarried	13	26
	50	100

Table no- 2(b)

Marital status	Strongly agree	Agree	Neutral	disagree	Strongly disagree	Total
Married	19	16	2	0	0	37
Unmarried	1	5	6	1	0	13
Total	21	21	8	0	0	50

(Source: primary data)

To check the difference between marital status and satisfaction with performance appraisal of employees at CHEHAL UDHYOG f-test is applied on the sample. Variance is analyzed between married and not married employees.

$$F = \frac{S_1^2}{S_2^2}$$

Calculated value of f- test= 1.694

F test value	Table value 5% level of significance V1 12 V2 36	Accept/ reject of hypothesis
1.694	2.00	Accepted

Interpretation

Calculated value of f test is less than the table value so hypothesis is accepted. There is no significance difference between the marital status of employees and their satisfaction with performance appraisal.

FINDINGS – after analysis the data of the organization following are some findings-

- Almost all employee are satisfied with performance appraisal of the organization
- Organization is adopting new method of performance appraisal to check the performance of the employee.
- There is no significant difference between satisfaction level with performance appraisal and qualification of employees.
- There is no significance difference between satisfaction level with performance appraisal and marital status

CONCLUSION-

The prevailing technique of performance appraisal is good in the organization and almost employees are satisfied with their system, no doubt organization is adopting new techniques of performance appraisal but with changing trend organization is required to adopt other modern method of performance appraisal like balanced scored card, 360 degree and behavior anchor

dung rating scale and all various other method to improve efficacy at all the level. If the suggestion mentioned below are considered by an organization then it will definitely leads to development of employee and as well as the overall system of the organization

SUGGESTIONS

As conclude CHEHAL UDHYOG have good system of performance appraisal but following are some suggestion need to be taken care of –

- Checking of performance is not enough organization should take necessary steps for the deviations and rewards are given to that employee who achieve their standard that will leads to boost their moral
- There is need to provide the necessary training to those employee who are not able to achieve their desired goals.

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