

THE RELATIONSHIP OF QUALITY PERFORMANCE APPRAISAL  
EXPERIENCE ON JOB SATISFACTION AND ORGANIZATIONAL  
COMMITMENT

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## ABSTRACT

The purpose of this paper is to examine the relationship between quality performance appraisal experience on job satisfactions and organizational commitment at Grand Banks Yachts. **In** order to identify the relationship between quality performance appraisal experience with job satisfaction and organizational commitment, 159 sets of questionnaire has been distributed to the Grand Banks Yachts workers. Based on the research objectives and research questions that had been developed, the findings showed that the employee's job satisfaction and organizational commitment had been increased when the organization adapt the performance appraisal into the working environment. This study has resulted that quality performance appraisal experience are positively associated to job satisfaction an organizational commitment. This study also illustrates several recommendations for future research.

## CHAPTER 1

### INTRODUCTION

These chapters discuss the background of the study which includes the purpose of conducting the study. Besides, it comprises seven main sections, beginning with the background of the study, followed by the problem statement, research objectives, research questions, significant of study, scope of study and definitions of term.

#### 1.1 Background of Company

Grand Banks Yachts began its journey in 1956 as American Marine, Ltd. Founder Robert I. Newton and his sons, John and Whit, were running a custom boatyard on Junk bay in Hong Kong, building heavy sailboats and big motor yachts to designs by the world's top marine architects. Today, the design was as successful and recognized around the world as the Grand Banks Heritage Series.

It is the reasons Grand Banks Yachts have become such an icon around the world, and why they continue to meet the high standards of discerning and demanding boaters today. As icons around the world, Grand Banks Yachts are really concern on the quality of their product and always ensure their employees performance always in