



EMPLOYEE SATISFACTION ON
PERFORMANCE APPRAISAL:
A STUDY ON PERCEPTION OF EMPLOYEES AT
PUTRA SPECIALIST HOSPITAL (MELAKA) SDN BHD

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APRIL 2009

DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION
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“DECLARATION OF ORIGINAL WORK”

I, NURUL FAREHAH BINTI ROZAHAN, (I/C Number: 871114-06-5392)

Hereby, declare that,

- This work has not been previously been accepted in substance for any degree, locally or overseas and is not being concurrently submitted for this degree or any other degrees
- This project is the result of my independent work and investigation, except where otherwise stated
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

3 April 2009

LETTER OF SUBMISSION

3 April 2009

The Head of Program
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Dear Sir,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled "EMPLOYEE SATISFACTION ON PERFORMANCE APPRAISAL: A STUDY ON PERCEPTION OF EMPLOYEES AT PUTRA SPECIALIST HOSPITAL (MELAKA) SDN BHD" to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you

Yours sincerely

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ABSTRACT

The purpose of this study is to determine the perception of employees towards performance appraisal system that applied in Putra Specialist Hospital (Melaka) Sdn Bhd (PSH). It concerns about the employee's satisfaction with the system. The approximate number of employees in PSH is 300 and above whereby involves nurses, doctors and other administration workers. Employee evaluation or also known as performance appraisal is critical to the functioning of an organization and advancement of employees. In PSH, employees will be reviewed to determine the level of work perform whether achieving the standards or not while in the same time rewarding the high performer and given additional opportunity for low performer to improve themselves. During the analysis, 71 questionnaires have been distributed to the employees to determine their perception. By using three independent variables that can influence the satisfaction of employees which are feedback, reward or outcome and experience with the system, the analysis has shown that feedback is the most influence variable. Most employees have agreed that both appraiser and appraisee need to share and discuss the feedback from the evaluation performed. Even though they had agreed with the role of feedback for their satisfaction, other variable also influence them such as reward being given and experience they had with the system. The questionnaires were embrace in 3 sections which are demographic, perception on performance appraisal and satisfaction with the system.