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**A STUDY OF SATISFACTION WITH PERFORMANCE
APPRAISAL AND IT'S EFFECT ON JOB PERFORMANCE IN
BAU DISTRICT EDUCATION OFFICE**

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ABSTRACT

The purpose of this research is to identify the level and factors that could contribute to the performance appraisal satisfaction and job performance in Bau District Education Office. The research was also for the recommendation of the employees for the improvement on their job performance. The questionnaires were distributed to all level of employees at the Bau District Education Office, 100 questionnaires that have been distributed were able to be used for the research. Overall, results of the finding show that employee satisfied with performance appraisal. The research also found that most of the respondents were satisfied on their job if they were given a chance to learn new skills and also given the recognition and rewards by the employer in the said organization. With this research, it will help the management of the Bau District Education Office to be able to improve on areas that need the employee's performance appraisal and job performance. The aim of this study was to establish whether a relationship existed between the variables performance appraisal and job performance of employees within a service organization. The population comprised of 200 staff. The Performance Appraisal and Performance Appraisal Questionnaires were administered to the sample of 100 employees. High coefficient alphas were obtained on both the Performance Appraisal and Job Performance Questionnaire. Performance Appraisal Questionnaire, no significant differences were found between length of service and responses on the Job Performance. A no significant relationship was found between scores of the Performance Appraisal Questionnaire and Job Performance Questionnaire.

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CHAPTER 1

INTRODUCTION

1.0 INTRODUCTION

Performance appraisal, two rather simple words that often arouse a raft of strong reactions, emotions, and opinions when brought together in the organisational context of a formal appraisal procedure. Most organisations throughout the world regardless of whether they are large or small, public or private, service or manufacturing, use performance appraisal, with varying degrees of success, as a tool to achieve a variety of human resource management objectives (Longenecker, 1997). Organisations use different tools and have a number of goals for performance appraisals, often resulting in some confusion as to the true purpose of performance appraisal systems. However, at its core, the performance appraisal process allows an organisation to measure and evaluate an individual employee's behaviour and accomplishments over a specific period of time (Wiese and Buckley, 1998). Performance appraisal is a vital component of a broader set of human resource practices; it is the mechanism for evaluating the extent to which each employee's day-to-day performance is linked to the goals established by the organisation (Coutts and Schneider, 2004). Yong (1996) defines performance appraisal as "an evaluation and grading exercise undertaken by an organisation on all its employees either periodically or annually, on the outcomes of performance based on the job content, job requirement and personal behaviour

CHAPTER 2

LITERATURE REVIEW AND CONCEPTUAL FRAMEWORK

2.0 Introduction

This section focused on the study from the previous research done by other researches. It focuses on the advantages and disadvantages, reasons, problem and comparisons between the issues regarding the satisfaction with performance appraisal and its effect on job performance among staff under “Bau District Education’s Office”. The literature reviews are taken from the studies done by the international and local researches.

Organizations are set up to achieve certain objectives. Achievement of goals or targets depends upon the performance of individual employees. The objectives can be fulfilled when the tasks are assigned to the employees and they perform the tasks. Otherwise these cannot be fulfilled. Now the question arises how far the work has been done as per the planning. The responsibility, accountability and performance standards have been met or not. Hence it is quite necessary to understand as to what extent employees have been successful at their jobs for achievement of their goals. This information will be available when the performances of employees have been evaluated at the end of the year. If it is not done then the management will not come to know the exact position about the targets achieved. They will be in the dark and there will be chances of