THE STUDY ON THE EFFECTS OF RATING ERRORS TOWARDS EMPLOYEE PERFORMANCE APPRAISAL IN MAJLIS DAERAH KAMPAR, PERAK DARUL RIDZUAN

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2015

ACKNOWLEDGEMENT

Assalamualaikum and Bismillahirrahmanirrahim. Alhamdulillah, thanks to Allah S.W.T for His mercy I have successfully complete the research report to fulfill the requirement of the Research Methods course.

Firstly, I would like to express my sincere gratitude to Mrs Siti Farah Suraya Bt Mohd Hashim as my supervisor because she has given a lot of advice, information and time to me for completing the research report. The supervision and support that she gave to me truly help the progression of the report.

Besides that, a lot of thanks to Dr. Hjh Mas Anom Bt Abdul Rashid as my Research Methods Lecturer because she always encourage me to complete this research report. Also thanks to my fellow friends who have been helping in sharing ideas in accomplishing this research report.

Lastly, I would like to thanks to my amazing parents for their everlasting love and support which help me to complete this research report.

Thanks to all for supporting me.

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CHAPTER ONE

INTRODUCTION

Background of the study

In today's competitive business environment, organizations should have fully used their potential employees. Every employee need to be evaluated by their manager through performance appraisal in order to ensure that their performance will achieve the organization's goals. Performance appraisal is a formal and systematic process of identifying, observing, measuring, recording and developing the job-relevant strengths and weaknesses of employees (Palaiologos, Papazekos & Panayotopoulou, 2011). In other words, performance appraisal is a process where the manager evaluates an employee's performance against many factors such as their behavior, job knowledge and skills.

According to Bohlander & Snell (2013), performance appraisal is an important part of performance management systems; it is the result of an annual or biannual process in which a manager evaluates an employee's performance relative to the requirements of his or her job and users the information to show the person where improvements are needed after the feedback of performance appraisal.