

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

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## ABSTRACT

Nowadays, the performance appraisal is the important thing to all organization, especially when the organization recognized the benefit and function of performance appraisal in order to increase employee performance. Therefore, the purpose of this study is to examine the relationship between quality performance appraisal experience on job satisfactions and organizational commitment at the Melaka Hari Ini (MHI) Sdn Bhd, Ayer Keroh, Malacca. In order to identify the relationship between quality performance appraisal experience with job satisfaction and organizational commitment, 40 sets of questionnaire has been distributed to the Melaka Hari Ini (MHI) Sdn Bhd. 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. Furthermore, based on the findings of correlation it was found that the job satisfaction and organization commitment have a positive relationship with performance appraisal. Moreover, the organization can provide better of performance appraisal in the organization which can help the employees to increase the job satisfaction and more committed in the organization.

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## CHAPTER 1

### INTRODUCTION

The chapter comprised seven sections which is the background of study, followed by the problem statement, research objectives, research questions, significance of study, scope of study and definition of terms.

#### **Background of Study**

This research objective is to examine the relationship of quality performance appraisal experience on two human resource management outcomes that are job satisfaction and organizational commitment. According to Winston and Creamer (2008), performance appraisal can be viewed as the process of assessing and recording staff performance for the purpose of making judgment about staff that leads to decision. Actually, performance appraisal is a complex process and there is scope for variation, particularly when the supervisor is required to make subjective judgments of employee performance that is compared with an objective performance appraisal where the measurement focuses on the quantifiable aspects of job performance (Widaman, K. F. and Thompson, J. S., 2011). The importance of quality of the performance appraisal