

UNIVERSITI TEKNOLOGI MARA

A STUDY OF EMPLOYEE PERCEPTION TOWARD PERFORMANCE
APPRAISAL IN THE PIZZA HUT AND KFC

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DECLARATION

I hereby declare that the work contained in this research is my own except those which have been duly identified and acknowledged.

Signed

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ABSTRACT

This research is investigating employee perception toward performance appraisal in the Pizza Hut and KFC restaurant. The objectives of the research included to identify the most influential indicators for employee perception toward performance appraisal in the Pizza Hut and KFC, to identify employee perception towards the effectiveness of the four indicators in performance appraisal in the Pizza Hut and KFC, and to identify employee job satisfaction in the Pizza Hut and KFC. The implication for his research shows that job satisfaction is the most influential factors effect employee perception toward performance appraisal in the organization. It is shows that, the employee have a positive perception toward performance appraisal applied in the organization. if the implication shows employee perception toward performance appraisal is negative, it will affect the employee performance. Employee will become unsatisfied with their job performance.

Table of contents

List of tables	VI
Chapter 1: Introduction	
1.1 Introduction	1 - 2
1.2 Problem Statement	2 - 3
1.3 Research Objectives	3
1.4 Scope of Study	3
1.5 Significance of the Study	3 - 4
1.6 Definition of Term/Concepts	4 - 5
1.7 Limitation	5
Chapter 2: Literature Review & Conceptual Framework	
2.1 Literature Review	6 - 16
2.2 Conceptual Framework	17
2.2.1 Independent variable:	17
2.2.1.1 Justice	
2.2.1.2 Acceptability	18
2.2.1.3 Accuracy	18
2.2.1.3 Job satisfaction	18
2.2.2 Dependant variable: Performance appraisal effectiveness	19
Chapter 3: Research Method	
3.1 Research Design	20
3.2 Unit of Analysis	20
3.3 Sample Size	20
3.4 Sampling Technique	20 - 21
3.5 Measurement/Instrument	21

LIST OF TABLES

Table 4.2.1 reliability test	23
Table 4.3.1 Respondent's profile	24
Table 4.3.2.1 justice 1	26
Table 4.3.2.2 justice 2	27
Table 4.3.2.3 justice 3	28
Table 4.3.2.4 justice 4	29
Table 4.3.3.1 acceptability 1	30
Table 4.3.3.2 acceptability 2	31
Table 4.3.3.3 acceptability 3	32
Table 4.3.3.4 acceptability 4	33
Table 4.3.3.1 accuracy 1	34
Table 4.3.3.2 accuracy 2	35
Table 4.3.3.3 accuracy 3	36
Table 4.3.3.4 accuracy 4	37
Table 4.3.4.1 job satisfaction	38
Table 4.3.5.1 satisfaction on the performance appraisal effectiveness	39
Table 4.4.1 Chi-Square Tests 1	40
Table 4.4.2 Chi-Square Tests 2	40
Table 4.4.3 Chi-Square Tests 3	41
Table 4.4.4 Chi-Square Tests 4	41
Table 4.5.1 Kruskal-Wallis test	42