

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

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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 uses the information to show the person where improvements are needed after the feedback of performance appraisal.