

A Study on Performance Appraisal in Foods and Inns Ltd, Chittor

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Abstract- Performance appraisal is an essential function of human resource management that helps evaluate employee performance and supports organizational effectiveness. The main objective of the study is to evaluate the effectiveness of the appraisal system in improving employee performance, ensuring fairness and transparency, and contributing to organizational goals. The research also examines employee awareness, feedback practices, training initiatives, and the role of counselling in employee development. A descriptive research design was adopted, and primary data were collected through a structured questionnaire from 100 employees. Secondary data were gathered from books, journals, and company records. The findings reveal that performance appraisal is conducted annually, with seniority and ranking methods playing a significant role in evaluation. The study also highlights the need for improved feedback mechanisms, training programs, transparency, and employee participation to enhance the effectiveness of the appraisal system. The research concludes with practical suggestions to strengthen the performance appraisal process in the food processing industry.

Index Terms- Performance Appraisal, Employee Performance, Human Resource Management, Feedback System, Employee Satisfaction, Transparency in Appraisal, Food Processing Industry.

I. INTRODUCTION

Performance appraisal is a systematic process used by organizations to evaluate the performance, skills, and potential of employees. It helps management to assess how effectively employees are contributing to organizational goals and productivity. An effective performance appraisal system supports important human resource decisions such as promotions, rewards, training, and career development.

Performance appraisal also improves communication between employees and supervisors by providing feedback on job performance and identifying areas for improvement. It plays a significant role in enhancing employee motivation, job satisfaction, and overall organizational efficiency. In the food processing industry, where quality, efficiency, and timely production are essential, a well-planned appraisal system becomes more important. Therefore, this study focuses on analysing the effectiveness of the performance appraisal system in Foods and Inns Limited.

II. REVIEW OF LITERATURES

Latham & Wexley (2018)

Performance Appraisal Quality, Goal Setting, and Organizational Productivity. High-quality performance appraisals improve organizational productivity when based on clear standards, objective evaluation, and regular feedback. Integrating goal-setting theory strengthens appraisal effectiveness by aligning individual goals with organizational objectives.

Aguinis (2019)

Performance Management for Strategic Alignment and Employee Development. Performance appraisal acts as a strategic HR tool by aligning employee objectives with organizational goals. Effective systems emphasize employee development and continuous improvement, not just performance evaluation.

Adler et al. (2021)

Performance Management During COVID-19. Traditional annual appraisals were ineffective during remote work and uncertainty. Continuous, adaptive appraisal systems with real-time feedback and Industry 4.0 tools improved employee task and contextual performance during crises.

Thomas et al. (2024)

Performance Appraisal in Indian Deemed Universities. Performance appraisal strongly influenced promotions, pay, motivation, and career growth. Factor analysis explained 76% variance, confirming a positive relationship between appraisal systems and employee performance.

III. OBJECTIVES OF THE STUDY

- To evaluate how effective the appraisal system is in improving employee performance and achieving organizational goals .
- To understand employee opinions about the fairness and clarity of the appraisal process .
- To study the role of performance counselling in employee improvement and career growth .
- To suggest improvements to make the appraisal system more effective and suitable for the food processing industry.

IV. NEED OF THE STUDY

- Performance appraisal provides feedback on employee performance and work behavior.
- It helps in identifying performance gaps and improving work standards.
- The study examines employee perceptions of the appraisal system at Foods & Inns Limited.
- The study helps suggest improvements to align appraisal practices with employee expectations.
- Improved appraisal systems contribute to better organizational performance in the food processing industry.

V. SCOPE OF THE STUDY

- The study focuses on the performance appraisal practices followed at Foods and Inns Limited.

- It examines the methods and systems used to evaluate employee performance across various job roles and departments.
- The study assesses the effectiveness, fairness, and relevance of the existing performance appraisal process in supporting employee development and organizational objectives.
- The scope of the study is limited to selected departments and employees within Foods and Inns Limited.

VI. DATA COLLECTION

Data Sources:

- Primary Data: Structured questionnaires and personal interviews with employees and HR personnel of performance appraisal foods and inns ltd., Chittor
- Secondary Data: Company website, HR policy manuals, annual reports, industry journals, and HRM reference books

Sampling Method: Simple Random Sampling (Probability Sampling)

Sample Size: 90

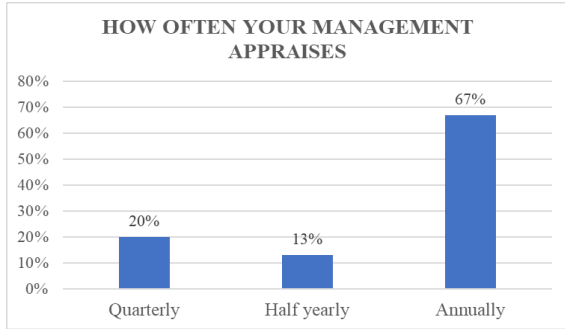
Research Instrument: Close-ended questionnaire

Data Analysis Tools: Percentage Analysis.

VII. DATA ANALYSIS & INTERPRETATION

TABLE - 1: How Often Your Management Appraises the Performance of the Employee in Foods and Inns Ltd.

OPINION	NO. OF RESPONDENTS	PERCENTAGE
Quarterly	18	20%
Half yearly	12	13%
Annually	60	67%
Total	90	100%

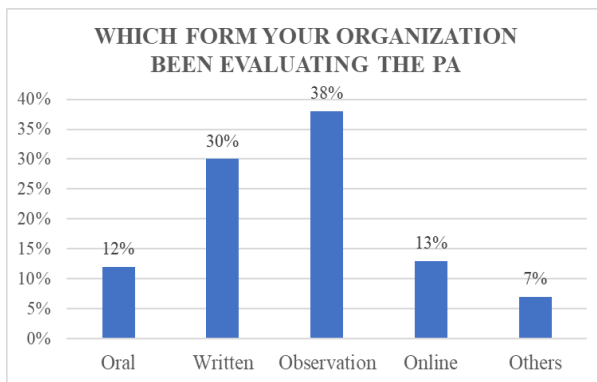


Interpretation:

From the above analysis, it is clear that 67% of employees stated that performance appraisal is conducted annually, followed by quarterly 20% and half-yearly 13%, showing preference for yearly appraisal.

TABLE - 2: In Which Form Your Organization Been Evaluating the Performance Appraisal in Foods and Inns Ltd.

OPINION	NO.OF RESPONDENTS	PERCENTAGE
Oral	11	12%
Written	27	30%
Observation	34	38%
Online	12	13%
Others	6	7%
Total	90	100%

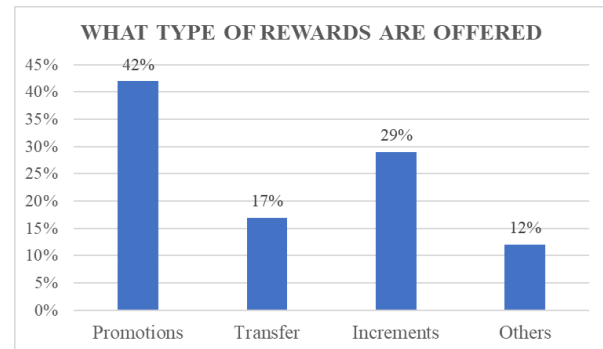


Interpretation:

From the above analysis, it is clear that 38% of employees reported observation as the main form of evaluation, followed by written 30%, online 13%, oral 12%, and others 7%, showing reliance on practical assessment.

TABLE - 3: What Type of Rewards Are Offered In Foods and Inns Ltd.

OPINION	NO. OF RESPONDENTS	PERCENTAGE
Promotions	38	42%
Transfer	15	17%
Increments	26	29%
Others	11	12%
Total	90	100%

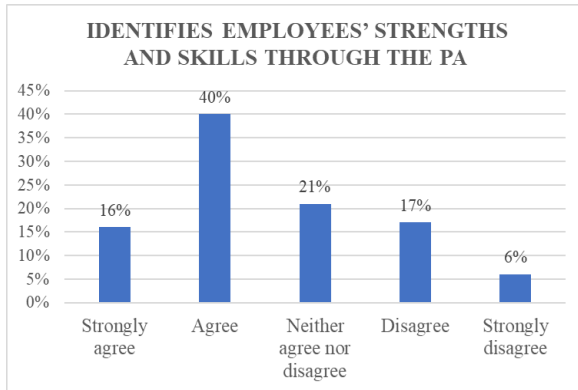


Interpretation:

From the above analysis, it is clear that 42% of employees received promotions after appraisal, followed by increments 29%, transfers 17%, and others 12%, showing promotions as the main reward.

TABLE - 4: To What Extent Do You Agree That Management Effectively Identifies Employees' Strengths and Skills Through the Performance Appraisal System in Foods and Inns Ltd.

OPINION	NO. OF RESPONDENTS	PERCENTAGE
Strongly agree	14	16%
Agree	36	40%
Neither	19	21%
Disagree	15	17%
Strongly disagree	5	6%
Total	90	100%

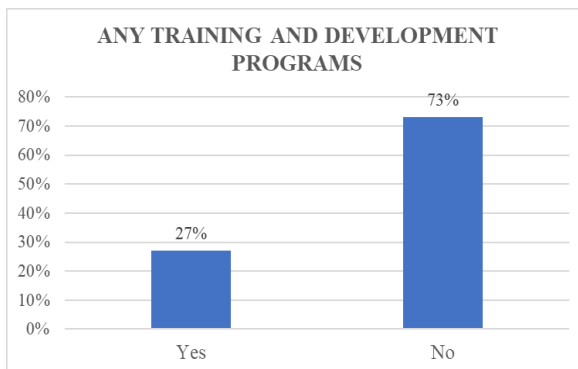


Interpretation:

From The Above Analysis, It Is Clear That 40% Of Employees Agree that management identifies strengths and skills, followed by strongly agree 16%, neither agree nor disagree 21%, disagree 17%, and strongly disagree 6%, showing moderate satisfaction.

TABLE - 5: The Organization Conducts Any Training and Development Programs For Employees After the Performance Appraisal In Foods And Inns Ltd.

OPINION	NO.OF RESPONDENTS	PERCENTAGE
Yes	24	27%
No	66	73%
Total	90	100%

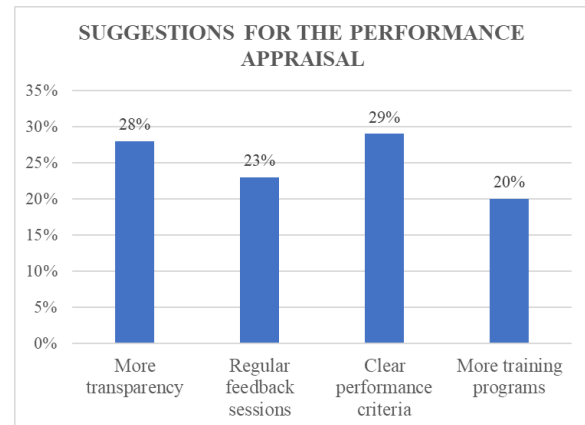


Interpretation:

From the above analysis, it is clear that 73% of employees stated training programs are not conducted after appraisal, while 27% stated they are conducted, showing lack of training support.

TABLE - 6: What Improvements Would You Suggest To Make The Performance Appraisal System More Effective In Foods And Inns Ltd.

OPINION	NO. OF RESPONDENTS	PERCENTAGE
More transparency	25	28%
Regular feedback sessions	21	23%
Clear performance criteria	26	29%
More training programs	18	20%
Total	90	100%



Interpretation:

From the above analysis, it is clear that 29% of employees suggested clear performance criteria, followed by more transparency 28%, regular feedback sessions 23%, and more training programs 20%, showing need for better appraisal structure.

VIII. FINDINGS

- Majority of employees (67%) stated that performance appraisal is conducted annually in the organization.
- Most employees (38%) reported that performance appraisal is evaluated through observation, followed by written methods (30%).
- Observation (38%) and ranking method (42%) are the commonly used forms and methods of performance appraisal.

- Promotions (42%) are the main type of reward provided after performance appraisal.
- Many employees (40%) agreed that management identifies employee strengths and skills through the appraisal system.
- Most employees (46%) stated that performance appraisal is an important factor for promotions in the organization.
- Responses regarding counseling after appraisal were almost equal, showing that counseling is not consistently practiced.
- Majority of employees (36%) agreed that the appraisal system is unbiased, but suggested improvements such as clear performance criteria and transparency.

IX. SUGGESTIONS

- The organization should conduct performance appraisal more frequently instead of only annually.
- The organization should provide proper feedback to all employees after appraisal.
- Training and development programs should be conducted after performance appraisal.
- The organization should improve employee awareness about performance appraisal.
- More transparent appraisal methods should be followed. Clear performance criteria should be communicated to employees.
- Counseling sessions should be provided regularly after appraisal.
- The organization should encourage employee participation in appraisal discussions.
- The appraisal system should be improved to increase employee satisfaction.

X. CONCLUSION

The study on performance appraisal system shows that the organization follows a structured appraisal process. Performance appraisal is mainly conducted annually. The study indicates that although employees receive rewards and promotions through appraisal, there are some limitations such as lack of feedback, insufficient training programs, and low awareness among employees.

Overall, the performance appraisal system is satisfactory, but improvements in feedback, training, and transparency can make it more effective.

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