150 265

AN ASSESSMENT OF THE EFFECTIVENESS OF EMPLOYEE PERFORMANCE EVALUATION PRACTICES IN A SELECTED STATE CORPORATION IN SRI LANKA.

Ву

Madagmage Geetha Tharanganie Index No. MBA 474

A Dissertation submitted in partial fulfillment of the requirements of the Degree of Master of Business Administration of the University of Colombo

Approved by

Signature of Supervisor

150265

## **Abstract**

The specific problem addressed in this study is whether the existing employee performance evaluation (EPE) system of a selected state corporation is effective. Two methods were used to examine the effectiveness of the EPE system, the first being the examination of each element of the EPE system and the second being the examination of the perception of the evaluatees and evaluators of each element of the EPE system. To carryout the examination under each of the above methods two hypotheses were formed. The first hypothesis was that the existing EPE system adopted by the corporation is ineffective and the second hypothesis was that the employees perceive the existing EPE system as an ineffective system. To test the above hypotheses data were collected by using three questionnaires, personal observations and interviews with randomly selected personnel. The test of the first hypothesis reveals that almost all the elements of the existing EPE system are poor except two elements, namely the purposes and the policies which are moderately effective. The test of the second hypothesis shows that employees of the corporation do not agree with the existing EPE system due to its ineffectiveness. Therefore, the above results lead to the conclusion that overall existing EPE system in the selected corporation is ineffective. To remedy ineffectiveness of the existing EPE system some recommendations are made in this study.

## Content

	Page
CHAPTER I	1
INTRODUCTION TO THE STUDY	1
1.1 Problem context	1-4
1.2 Objectives of the research	4
1.3 Hypotheses	4
1.4 Definition of Term "Effectiveness"	5
1.5 Methodology	8-9
1.6 Organization of the study	9
1.7 Limitations of the study	10
Notes	10
CHAPTER II	11
THEORETICAL BACKGROUND AND LITERATURE SURVEY	11
2.1 Introduction	11.
2.2. Definitions of performance evaluation	12
2.3 The elements of Ideal Peroformance Evaluation System	13
2.4 Common Rater Errors	29
Notes	29-30
CHAPTER III	31
PRESENTATION OF DATA	31
3.1 Introduction to the corporation	31
3.2 Mission and objectives of the corporation	31
3.3 Organization structure	32
3.4 Advantages of performance evaluation	33-35
3.5. The policies of performance evaluation	36

3.6 Criteria of performance evaluation	38-39
3.7 Methods of performance evaluation	39
3.8 Feed back interview	39
3.9 Training of the evaluators	39
3.10 Other practices	40
3.11 Employee perception regarding the existing performance evaluation system _	40
3.12 Evaluator's view regarding the present performance evaluation system	42-44
3.13 Conclusion	44
CHAPTER IV	45
DATA ANALYSIS AND FINDINGS OF THE STUDY	45
4.1 Introduction	45
4.2 Uses and purposes of performance evaluation	46-51
4.3 Policies of performance evaluation	51-55
4.4 Performance criteria	55-56
4.5 Methods of Evaluation	56-57
4.6 Training	57-58
4.7 Feedback	58-59
4.8 Implementation Review and Renewal	59
Notes	64
CHAPTER V	
SUMMARY CONCLUSIONS AND RECOMMENDATIONS	65-68
BIBLIOGRAPHY	69
APPENDIX 1	
Questionnaire Number I	70-73
Questionnaire Number II	74-75
Ouestionnaire Number III	

List of observation	78
APPENDIX II	
Organization Chart	79
APPENDIX III	
Evaluation	
Form	80-81
APPENDIX IV	
Statistical Formulas	82