



## **A STUDY ON PERFORMANCE MANAGEMENT SYSTEM ON EMPLOYEE PRODUCTIVITY AT MARUTI SUZUKI COMRT MOTORS**

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### **ABSTRACT**

*This paper proposed implementation strategy of performance management system capable of ensuring employees productivity. The aim of the study to measure satisfaction level towards existing performance management system within the organization. In this study targeted population are employees in organization. Data collected for this study is by questionnaire method. This study is used the descriptive research design. This study is shows that the organizational factors such as working condition, pay, and promotion influence by employee productivity. Major finding shows majority of respondent told that increased productivity is major element of business strategy at present. This study recommends the organization should conduct periodic performance review for better performance of employee and improved competitiveness.*

**KEYWORDS:** *Performance management, Employee Productivity, effective performance, productivity.*

### **INTRODUCTION**

The term performance management system refers to the process for establishing shared understanding about what is to be achieved and an approach to managing and development people in a way increased the profitability that it will be achieved in the short and long term. (Armstrong 2006) According to chan and Lynn(1991) the organizational performance criteria should include profitability, productivity, marketing effectiveness, customer satisfaction but also employee moral. On the other view, Millar 92007) built a framework of talent management consist of planning, recruiting, performance, learning, compensation,



measuring and reporting. Organizations are seeking to develop, motivate and increased the performance of their employees in a variety of human resources applications (Gungor 2011)  
“A happy employee is a productive employee”

## REVIEW OF LITRATURE

### 1.

Author Name	<b>Judy Muthoni Maina (2015)</b>
Objective	The purpose of this study is to analyze the impact of performance management system on employee performance.
Research Design	Descriptive research design
Data Collection	Data was collected using structured questionnaires.
Finding	Finding of this study is that employees feel there is a great need for a performance management system in FAO.
Conclusion	The perception of employees towards performance management practices is very critical in all organization as this motivates them to achieve the goals set by the organization and the respondents pointed out to the various aspect of performance management.

### 2.

Author Name	<b>Zhang ying (2004)</b>
Objective	The aim of the study is to define performance management system, employee performance and employee performance measurement, and also analyzed the relationship between performance management system with employee performance.
Research Design	The research strategy is based on quantitative research. Quantitative research can be described as involving a collection of numerical data.
Data Collection	The research based on secondary data.
Conclusion	It can be concluded reveals that not all actives in performance management system influence employee performance positively. Therefore managers and employees need to aware that the performance management activities need to be revised when they find employees is depression or unsatisfied.



3.

Author Name	<b>Elisha Ochieng Odhiambo (2015)</b>
Objective	The objective of the study was to determine the influence of reward system on employee productivity and to examine the influence of performance feedback on employee productivity. .
Research Design	This study used the descriptive research design.
Data Collection	The research Based on quantitative approach on the effect of performance management practices on employee productivity..
Finding	The effective feedback is essential for any organization to meet its target.
Conclusion	The study concluded that effective performance management practices gives employees opportunity to express their ideas and expectation for meeting the strategic goals of the company.

4.

Author Name	<b>Dr. Neeraj Kumari December (2016)</b>
Objective	The study aims to study and analyzed performance management components and their usage in wipro.
Research Design	Exploratory research followed by descriptive research has been used in the study.
Data Collection	Primary data has been collected using two structured questionnaires.
Conclusion	This study concluded the performance management system is an integral part of an organization to measure, motivate and improve the performance of the entire organization. It also helps to focus on the goal of the organization towards specific predetermined objectives for an organizational culture.



5.

Author Name	<b>Beatrice Wairimu Gichuki (2014)</b>
Objective	The purpose of the study was to determine the influence of performance management (PM) on employee productivity in the Immigration Department of Kenya.
Research Design	Descriptive survey design that was conducted at Department of Immigration with the main aim of determining the influence of performance management on employee productivity in civil service.
Data Collection	Data was collected using a structured questionnaire.
Conclusion	The study concluded that Training and Development promotes encourage staff to be creative with a high percentage. Therefore, to increase and maximize employee productivity. The department should also train and develop employee needs with proper knowledge and skills and reward performance not only to motivate them but also reduce staff turnover.

## OBJECTIVES

- To empirically assess performance management as a tool for improving performance.
- To measure satisfaction level towards existing performance management system within organization.

## METHODOLOGY OF STUDY

The Objective of the study is the to empirically assess performance management as a tool for improving performance. To measure satisfaction level towards existing performance management system within organization. This study is used the descriptive research design..The sample size for the research is the 100 employees. Data was collecting through questionnaire



**DATA ANALYSIS:**

Sr. No	Particular	Positive Respondent	Negative Respondent	Total
1	Dose performance of improve due to current performance management system?	58	42	100
2	Do the PMS implemented in your organization create a participative environment?	51	49	100
3	Do you think your leadership and interpersonal skills are developed due to performance management system?	70	30	100
4	Do you think all the factors facilitating and hindering performance are taken into consideration while appraising the performance?	44	56	100
5	Are you satisfied with the existing performance management system?	58	42	100



## **INTERPRETATION:**

58% of respondent feel that performance has improve due to current performance management system and 42% of respondent does not feel that the performance of improve due to current performance management system. 51% of respondent feel that the PMS implemented in your organization create a participative environment and 49% of respondent does not feel that the performance of improve due to current performance management system. 70% of respondent feel that the leadership and interpersonal skills are developed due to performance management system and 30% of respondent does not feel that the leadership and interpersonal skills are developed due to performance management system. 44% of respondent feel that the factors facilitating and hindering performance are taken into consideration while appraising the performance and 56% of respondent does not feel that the factors facilitating and hindering performance are taken into consideration while appraising the performance. 58% of respondent feel that the satisfied with the existing performance management system and 42% of respondent does not feel that the satisfied with the existing performance management system.

## **CONCLUSION:**

It is concluded from the survey that all respondents are aware about the current performance management system and does not need to change. Current performance management system works well and that improve the performance of the employee's. This study has shown that performance management is a comprehensive approach to planning and sustaining improvement in the performance of employees so as to meet the standards.