

A Study of Performance Management System and its Impact on Employee Efficiency w.r.t. Bharti Airtel

Ankita Dipak Bhimte and Dr. Swati Rahate

Jhulelal Institute of Technology, Nagpur, India

Abstract: *Almost every company has a performance management system or conducts performance reviews with employees. However there is little research that demonstrates the performance management system is effective at modifying performance, especially in knowledge workers. The intent of this paper is to provide a reference and set of case studies for management to use to better understand the process of performance management within their organization. The paper provides a summary of the guidelines laid out in current literature, which we found had considerable consistency. Based on three companies analyzed the paper provides recommendations to managers for how they can work within the boundaries of their system to conduct more effective performance reviews*

Keywords: performance management, employee efficiency, Performance appraisal

I. INTRODUCTION

Performance Management System (PMS) refers to the processes and tools used by organizations to assess and improve employee performance. It involves setting clear expectations and goals, monitoring progress, providing feedback, and making necessary adjustments to improve performance. A well-designed PMS helps organizations to align employee performance with organizational goals and objectives. It enables managers to identify top-performing employees and those who need additional support and development.

Typically, a Performance Management System includes the following components- Performance planning, Performance monitoring, Performance feedback, Performance evaluation, Performance improvement.

A well-implemented PMS can help organizations to improve productivity, increase employee engagement and employee efficiency, identify and develop top performers, and retain talented employees.

II. LITERATURE REVIEW (EVIDENCE)

Today's organizations are functioning in a very much dynamic, viable and competitive environment. To sustain in the market, all have must respond quickly to changing customer demands and other factors. To be success they have two main objectives to achieve. They are retaining suitable persons while going on right track.

Performance management system is the method can adopt to lead employees to achieve company mission, vision, objectives and goals. PMS Is a tracking tool to monitor lacking and inefficient area of each individual. Some literature on the subject of performance management focuses on and, is narrow to either performance measurement or performance appraisal with no reference to performance management. While these are valid aspects, effective management of individual or team performance requires a combination of processes that ensure that what people do in the organization will lead to the results the organisation need.

A performance management system tracks the performance of employees in a manner that is consistent and measurable. The system relies on a combination of technologies and methodologies to ensure people across the organization are aligned with - and contributing to - the strategic objectives of the business.

2.1 OBJECTIVES

- To study Performance management system of an employee at Bharti Airtel Pvt. Ltd.
- To study various methods used by Bharti Airtel for Performance appraisal

- To study the impact of performance management system on employee efficiency

2.2 HYPOTHESIS

The performance appraisal increase efficiency of employees.

III. RESEARCH METHODOLOGY

Population :Total population150employees

Sampling Technique : Simple Random sampling.

Sample :The study involved 50 respondents randomly selected from a total population of 150 employees

Type of Research :In this project we will used Descriptive Method for Data Analysis.

Primary data collection tools: Data are collected from questionnaire and through personal interviews

Secondary data collection sources: Data was collected through various Books, Records, Journals, Brochure, and Company Websites.

Research approach would be based on the qualitative method.

IV. DATA ANALYSIS AND INTERPRETATION

Table 1: Performance appraisal increases employee efficiency

Response	No of Response	Percentage
Strongly agree	19	38
Agree	16	32
Neutral	9	18
Disagree	6	12
Strongly disagree	-	-
Total	50	100

Interpretation: From the above table it can be analyzed that 38% of respondents strongly agreed, 32% were respondents agree, 18% of respondents were neutral and 12% of respondents disagreed with the opinion performance appraisal increases efficiency of employees.

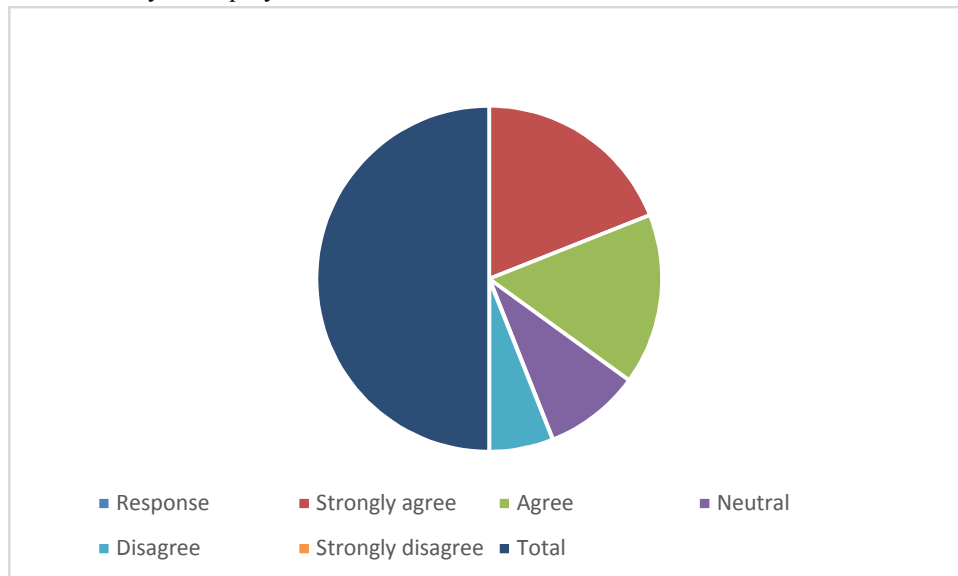


Fig.1

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