

A STUDY OF THE APPRAISAL SYSTEMS OF A LOCAL
AND A FOREIGN BANK: A CASE OF TWO BANKS



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ABSTRACT

Banking industry is facing a hyper turbulent situation where banks have to operate in increasingly competitive and complex local and global markets. The ability to compete in the fast-paced global environment is of paramount importance - survival of the fittest being the name of the game. The competition has become even more tough and challenging with the entry of foreign world class banks and other financial institutions. With these facts in mind, it is particularly important to take into account the element of Human Resource of these organizations. The greater the level of consideration given to the Human Resource of an organization, the more dedicated its employees will be. Therefore, it is important to keep track of how the employees are performing and cater to the areas where they appear to be lagging, and this purpose is achieved through the use of appraisal systems. In this research paper, the appraisal systems of a local and a foreign bank were taken under study. The appraisal systems of two banks, MCB & ABN AMRO, were thoroughly analyzed. The weaknesses and strengths of these systems were then subsequently identified. After the analysis of both the appraisal systems, findings from this study were concluded and recommendations were given in order to improve the existing appraisal system of both the banks.

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