

# Final Project



## Performance Appraisal in Wi-Tribe

Submitted By:

Ali Saif: 01-120082-005

Faisal Mumtaz: 01-120082-019

## **Dedication**

We dedicate this project to our parents. Without their patience, understanding, support and most of all love, the completion of this work would not have been possible.

## **Acknowledgement**

First of all we would like to thank Almighty Allah, who gave us the strength and knowledge to complete this research study, without his blessings we would never have made it. Next we would like to acknowledge our supervisor **Junaid Tariq**, who has always been there to help us during the times we got stuck, our parents whose prayers have enabled us to come in a world class institution for the MBA Degree.

## **Abstract**

The purpose of carrying out this project is to find a distinct viable connection between the effectiveness of employee appraisals and employee satisfaction, and how the former affects the employee performance and in turn provides much-needed impetus for organizational development and growth.

The project was about Wi-tribe one of the largest wireless broadband service providers in Pakistan. The former included conducting interviews at the different management tiers of the organization and collect as much information as possible which would be used in the development of the Project and how these schemes are perceived and received by the staff members at the different levels of the organization.

Wi-tribe has a formidable workforce and how they are satisfied by different incentive schemes and how this entire thing is carried out in the appraisal phase. Performance management (PM) includes activities that ensure that goals are consistently being met in an effective and efficient manner.



## Table of Contents:

Introduction :	8
Customer-Centricity:	9
Quality:	9
Human Capital:	9
History:	9
Mission statement:	10
Products & services:	10
Postpaid packages:	10
Prepaid packages:	11
Wi-Tribe Devices:	12
Human Resource Management Department	14
Performance Management System:	14
Performanace Appraisal:	17
Types of Performance Appraisal:	18
360 Degree Feedback performance Appraisal:	18
Steps in Performance Appraisal:	19
1. Identify key performance criteria:	19
2. Competencies:	19
3. Behavior:	19
4. Results / Outcomes:	19
5. Actions:	19
6. Develop appraisal measures:	19
7. Collection of results from different sources:	19
8. Conduct an appraisal interview:	20
Methods of Performace Appraisal:	20
Performance Appraisal Method Practiced in WI-Tribe:	21

Performance Appraisal in WI-TRIBE

Problems in Wi-Tribe:.....21

Personal Experience:.....22

Recommendations:.....22

Conclusion:.....24

References:.....25