

IMPACT OF PERFORMANCE APPRAISAL SYSTEM ON EMPLOYEE SATISFACTION AT KARACHI PORT TRUST

By

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Supervisor-Student Meeting Record

No.	Date	Place of Meeting	Topic Discussed	Signature of Student
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6	14-02-16	" "	Conclusion and Recommendations.	Mahwash
7	29.2.16	" "	Complete Review & approved.	Mahwash

APPROVAL FOR EXAMINATION

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I hereby certify that the above candidate's thesis has been completed to my satisfaction and, to my belief, its standard is appropriate for submission for examination. I have also conducted plagiarism test of this thesis using HEC prescribed software and found similarity index at 14% that is within the permissible limit set by the HEC for the MBA thesis. I have also found the thesis in a format recognized by the Department of Management Sciences.

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Abstract

Purpose:

The purpose of this research was to find out the impact of Performance Appraisal System (PAS) on Employee satisfaction at Karachi Port Trust (KPT). Performance appraisal is considered an essential tool to motivate and develop employees. Effort was made to find out the effectiveness of PAS by looking at its various aspects.

Methodology/sample:

The research, being explanatory in nature, involved quantitative data collected through a questionnaire. The data were collect from a sample of 50 managerial level employees belonging to different departments of KPT. To analyze the data, Regression and Correlation tests were applied.

Findings:

The investigation and analysis results have revealed that there is no participative goal setting at KPT. Managers do not give an opportunity of participative goal setting to employees, although it is a very essential component of PAS. However, periodic review meetings during the appraisal cycle are a source of satisfaction among the employees as they are provided feedback for corrective measures.

Practical Implications:

The findings/results of this research are likely to help the management of KPT about effectiveness of PAS and also about its weaknesses. Participative goal setting can improve the satisfaction and motivation level of employees. Although managers set goals in the start of the year but for perfect PAS, participation of employees and provision of timely feedback is essential. Other organization may also benefit from this study. Future scholars may further study causes of non-participative management by the managers.

Keywords: Performance Appraisal System (PAS), Employee Satisfaction, Participative goal setting, Periodic Review, Final Evaluation.

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