

The Effectiveness of Performance Appraisal at Bank Al Falah Ltd

A thesis
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Degree Master in Business Administration

by

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RECOMMENDATION FOR ORAL EXAMINATION

This Project/thesis hereto attached, entitled, "The effectiveness of performance appraisal at Bank Al Falah Ltd.", prepared and submitted by Syeda Rabia Imtiaz, in partial fulfillment of the requirements for the degree MASTERS IN BUSINESS ADMINISTRATION, is hereby recommended for appropriate action.

Date: June 25, 2008

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ABSTRACT

For the Performance appraisal of employees at Bank there are different appraisals such as 360 degree feedback, upward appraisals, and peer appraisals that could be helpful. They can bring out things which are normally never spoken, reducing tension, improving communications, and most likely raising the employees' (or the manager's) performance considerably.

This research is important as it entails the study of the performance appraisal which was conducted at Bank Al Falah Ltd in order to study the level of effectiveness of the performance appraisal in the organization.

There is a close competition among all the banks, so the bank that provides the best service to its customers will be able to go far. The employees of Bank Alfalah Ltd must be efficient and motivated in order to provide best services to their customers. For that efficiency, the bank needs to have the comprehensive appraisal system that could be of value and could be fair for everyone in the organization.

According to the findings that are accumulated from collected data, the need of a comprehensive appraisal is required in the organization. The employees should self evaluate themselves and their evaluation should be done in the most effective manner. There must be an automated appraisal system at the bank which could enhance the efficiency of the organization and the deserving employees could get promotions.

The recommendations suggested, are workable for the organization. If the HR division focuses on the Performance Appraisal at the Bank then it'll definitely result in a better performance by the employees. There should be an appropriate appraisal for the employees according to the requirement of Bank Al Falah Ltd.

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