

# **IMPACT OF PERFORMANCE APPRAISAL SYSTEM ON EMPLOYEE SATISFACTION AT KARACHI INTERNATIONAL CONTAINER TERMINAL**

**By**

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## MBA Thesis

### 2<sup>nd</sup> Half-semester Progress Report & Thesis Approval Statement

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### Supervisor-Student Meeting Record

S No	Date	Place of Meeting	Topic Discussed	Signature of Student
1	10.7.17	Supervisor Office	Discussion on Questionnaire	
2	30.7.17	"	Discussion on SPSS ops.	
3	10.8.17	"	Chapter - 4 discussed.	
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### APPROVAL FOR EXAMINATION

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It is certified that the thesis of above student has been completed to my entire satisfaction and, to my belief; its standard is suitable for submission for examination. I have also conducted plagiarism test of the thesis under consideration using HEC prescribed software and found similarity index at 19% 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.

Supervisor's Signature: Date: 25/8/17

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## ABSTRACT

### **Purpose:**

The purpose of this study is to carry out an analysis of the impact of current performance appraisal system on employee satisfaction at Karachi international container terminal (KICT). The study has examined in detail nature of the appraisal system with special emphasis on participative goal setting, performance evaluation procedure and its periodicity, performance feedback, final evaluation and perception of employees over efficacy of the appraisal system.

### **Methodology:**

Data was collected from 155 employees of various departments and analyzed using Regression and Correlation tests. Detailed analysis of the data reveals that although a formal performance appraisal system exists at KICT, however clear gaps in the process itself as well as implementation strategy exist; thereby resulting in employee concerns over fairness and career development opportunities.

### **Findings:**

It was learnt that there is no culture of participative goal setting at KICT. Moreover, periodic review meetings need to be given more attention. Among all the variables, relationship between feedback and employee satisfaction is found to be the most influential.

### **Implications:**

This study will prove influential in assisting management of KICT to give a fresh review to their performance appraisal system in light of recommendations and improve upon its efficacy and in-turn employee satisfaction. Future scholars may undertake similar study for other organizations such as Port Qasim.

**Key Words:** Performance Appraisal, Employee Satisfaction, Participative Goal Setting, Periodic Review, Performance Feedback, Final Evaluation.



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