TITLE

AN INVESTIGATION ON THE IMPACT OF PERFORMANCE APPRAISAL ON EMPLOYEE PRODUCTIVITY. A CASE STUDY OF BARCLAYS BANK OF ZIMBABWE

BY

DAPI ELLEN BLESSING

A DISSERTATION SUBMITTED IN PARTIAL FULFILMENT OF THE REQUIREMENTS FOR THE BACHELOR OF COMMERCE HONORS DEGREE IN HUMAN RESOURCES MANAGEMENT AT BINDURA UNIVERSITY OF SCIENCE EDUCATION.
ABSTRACT

The purpose of the study was to investigate the impact of performance appraisal on employee productivity. The researcher used a descriptive case study and a sample of 48 employees (40%) of the target population was selected from 120 employees using simple random sampling technique. Questionnaires and face to face interviews were used as research instruments to collect data. More so, tables, graphs and figures were used for data presentation and SPSS was also used for data analysis. The findings of the study revealed that the current performance appraisal system in the organisation were ineffective and inefficient. The results also showed that performance appraisal systems had an impact on employee performance. In addition, the results showed that poorly managed performance appraisal systems had a negative effect on employee motivation. Furthermore, the findings of the study revealed that there is a relationship between performance appraisal and organisational performance. The study recommends that the organisation must restructure its training and development manual to include performance management in its company strategy so that all employees benefit. It also recommends that performance appraisal awareness programmes be offered to all employees as a way of improving the performance appraisal system. Lastly the study recommends that further studies be executed in parastatals in order to generalise these findings from the banking sector case study.