

**“A STUDY ON EFFECTIVENESS OF PERFORMANCE APPRAISAL
SYSTEM AT OM HOSPITAL”**

Submitted by

MS. ARPITHA H S

USN: 4AL19MBA07

Submitted to



VISVESVARAYA TECHNOLOGICAL UNIVERSITY, BELAGAVI

In partial fulfillment of the requirements for the award of the degree of

MASTER OF BUSINESS ADMINISTRATION

Under the guidance of

INTERNAL GUIDE

MR. NEERAJ RAI

ASSISTANT PROFESSOR

AIET, MIJAR

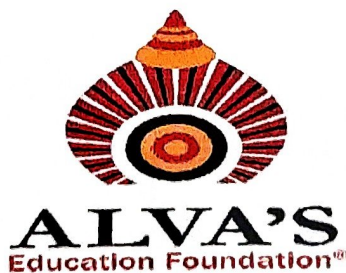
EXTERNAL GUIDE

MR. HARSHAVARDHAN

CEO, HR

OM HOSPITAL

RANEBENNUR



ALVA'S INSTITUTE OF ENGINEERING AND TECHNOLOGY,

MIJAR, MOODBIRI

A UNIT OF ALVA'S EDUCATION FOUNDATION

2020-21



OM HOSPITAL

MEDLERI ROAD, RANEBENNUR-581 115,
Phone No: 08373-262608/09

Date: 05/04/2021

TO WHOMSOITMAY EVER CONCERN

Subject: Internship completion certificate for Ms.Arptha H S

Dear Sir/Madam,

We hereby state on record that **Ms.Arptha H.S** has completed an Internship project in **Om Hospital**, from March 1st 2021 to 5th April 2021 and the location of Internship was **Ranebennur**.

During this period of Internship, Ms.Arptha H.S has successfully met the objectives of the Internship as set at the beginning of the Internship. We found that Ms.Arptha H.S hard working, focused and good Team worker.

We wish Ms.Arptha H.S all success in future Endeavors.

Thanking You

HR Manager
Harshavardhan (CEO)

Dr. Manoj P. Sawkar
Om Hospital Ranebennur.

Dr. Manoj P. Sawkar

M.B.B.S.M.S. Ortho
Orthopaedic Surgeon
Reg. No. 55961



ALVA'S INSTITUTE OF ENGINEERING AND TECHNOLOGY

A Unit of Alva's Education Foundation (R)

(Affiliated to Visvesvaraya Technological University, Belagavi

Approved by AICTE, New Delhi & Recognised by Government of Karnataka)

Shobhavana Campus, Mijar, Moodbidri - 574 225, Mangalore, D.K., Karnataka State.

Phone : 08258-262724 (O), 262725 (P), Telefax:08258-262726

Email : principalaiet08@gmail.com, Web:www.aiet.org.in

AIET/MBAID/46

20 July 2021

CERTIFICATE

This is to certify that **ARPITHA H S** bearing **USN 4AL19MBA07**, a bonafide student of PG Department of Business Administration of Alva's Institute of Engineering and Technology, Mijar, affiliated to Visvesvaraya Technological University, Belagavi. The project report titled "**A STUDY ON EFFECTIVENESS OF PERFORMANCE APPRAISAL SYSTEM AT OM HOSPITAL**" is prepared by her under the guidance of Mr. Neeraj S Rai, Assistant Professor, PG Department of Business Administration in partial fulfillment of the requirements for the award of the degree of Master of Business Administration of Visvesvaraya Technological University, Belagavi, Karnataka.

Neeraj S Rai

Mr. Neeraj S Rai
Internal Guide

Claret Mendonca

Dr. Claret Mendonca
HOD

Peter Fernandes
Dr. Peter Fernandes
Principal

PRINCIPAL

Alva's Institute of Engg. & Technology,
Mijar. MOODSIDRI - 574 225, D.K

DEAN

Dept. of Business Administration

Alva's Institute of Engg. & Technology

MIJAR - 574 225

Viva-Voce Examination

Date:

Signature of Internal Examiner
Name & affiliation

Signature of External Examiner
Name & affiliation

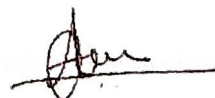
DECLARATION

I Arpitha HS student of 4th semester MBA. Alva's Institute of Engineering and Technology. Mijar bearing USN:4AL19MBA07 hereby declare that the project report entitled "A STUDY ON EFFECTIVENESS OF PERFORMANCE APPRAISAL SYTEM AT OM HOSPITAL", prepared by me under the guidance of Assistance Prof. NEERAJ RAI, Faculty of Alva's Institute of engineering and technology, PG department of business administration and external assistance by MR. HARSHAVARDHAN, HR Executive, om hospital ranebennur.

I also declare that this project work is towards the partial fulfilment of the university requirements for the award of the degree of Master of Business Administration by Visvesvaraya Technological University, Belgaum. I have undergone a summer project for a period of six weeks, I further declare that this project is based on the original study undertaken by me and has not been submitted for the award of any degree/diploma from any other University/Institution.

Place: Mijar

Date: 15-07-2021



Signature of the student

ACKNOWLEDGEMENT

I would like to extend our heartiest thanks with a deep sense of gratitude and respect to all those who provides me immense help and guidance during my training period.

I would like to thank my external guide **MR. HARSHAVARDHAN, HR Executive, OM Hospital ranebennur** and the entire staff for their constant encouragement, suggestions and moral support throughout the duration of my project.

I express deep sense of gratitude to my internal guide **Assistance PROF, NEERAJ RAI**, Alva's Institute of Engineering and Technology, PG Department of Business Administration, Mijar, Moodbidri, for having shown interest at every aspect right from the beginning of the project.

I would like to thank our respected principal **DR. PETER FERNANDES** for his pillared support and encouragement under college management for providing the right atmosphere to carry out the internship.

I would like to convey my heartfelt thanks to **DR. CLARET MENDOCA**, H.O.D of MBA Department for giving me the opportunity for her encouragement.

Finally, I would like to mention here that I am greatly indebted to each and everybody who has been associated with my project.

ARPITHA HS

U.S.N:4AL19MBA07

TABLE OF CONTENTS

SL. No	TITLE	Page No
1	INTRODUCTION 1.1 INTRODUCTION 1.2 INDUSTRIAL PROFILE 1.3 COMPANY PROFILE 1.4 PROMOTERS 1.5 VISION, MISSION & QUALITY POLICY 1.6 PRODUCT AND SERVICE PROFILE 1.7 INFRASTRUCTURE FACILITY 1.8 SWOT ANALYSIS 1.9 COMPETITORS	1-11
2	CONCEPTUAL BACKGROUND OF THE STUDY 2.1 THEORETICAL BACKGROUND OF THE STUDY 2.2 LITERATURE REVIEW	12-26
3	RESEARCH DESIGN 3.1 STATEMENT OF THE PROBLEM 3.2 NEED OF THE STUDY 3.3 OBJECTIVES OF THE STUDY 3.4 SCOPE OF THE STUDY 3.6 RESEARCH METHODOLOGY 3.6 LIMITATIONS 3.7 CHAPTER SCHEME	27-31
4	ANALYSIS AND INTERPRETATION	32-60
5	FINDINGS, SUGGESTIONS AND CONCLUSION	61-65
	BIBLIOGRAPHY	66
	ANNEXURE	67-70

TABLE OF CONTENTS

TABLE NO	TITLE OF THE TABLE	PAGE NO
4.1	Table showing gender distribution of the employees	33
4.2	Table showing respondent's opinion based on age group	34
4.3	Table Showing Marital status of the respondents	35
4.4	Table showing about a year of working experience of the employees	36
4.5	Table showing Education qualification of the employees	37
4.6	Necessity to appraise the performance of an employee	38
4.7	Effective Communication of Performance Appraisal system to all employees	39
4.8	Employees are clear about how their performance is measured	40
4.9	Performance Appraisal helps to change behavior of employees	41
4.10	Performance Appraisal improves Motivation and Satisfaction.	42
4.11	Performance Appraisal feedback helps employees to improve their future performance.	43
4.12	I am satisfied with the existing performance appraisal system in organization.	44
4.13	Employee rewards are related with employee performance appraisal results.	45

4.14	Senior management is committed to successful implementation of performance appraisal system.	46
4.15	As per Employees opinion performance appraisal system of organization is related to.	47
4.16	Performance evaluation should be based on results or outcomes of employees.	48
4.17	Performance Appraisal System has helped in employee personal growth and development.	49
4.18	Performance Appraisal helps in reducing grievance of the employees	50
4.19	Is the performance appraisal system needed in organization?	51
4.20	How often the performance should review should take place	52
4.21	Performance ratings helps to fix increment.	53
4.22	Performance appraisal helps to win and cooperation and team work.	54
4.23	Should performance appraisal be used for punishment or penalty	55
4.24	Effective Performance appraisal system is a tool to attract and retain the employees.	56
4.25	The Performance appraisal is taken seriously in the organization.	57
4.26	Rating of the performance appraisal system executed in organization.	58
4.27	Rating errors are common in each and every performance appraisal system.	59
4.28	Performance appraisal mechanism has been used to appraise the employees.	60

CHARTS OF CONTENT

CHART No	TITLE OF THE CHARTS	PAGE NO
4.1	Chart showing gender distribution of the employees	33
4.2	Chart showing respondent's opinion based on age group	34
4.3	Chart Showing Marital status of the respondents	35
4.4	Chart showing about a year of working experience of the employees	36
4.5	Chart showing Education qualification of the employees	37
4.6	Necessity to appraise the performance of an employee	38
4.7	Effective Communication of Performance Appraisal system to all employees	39
4.8	Employees are clear about how their performance is measured	40
4.9	Performance Appraisal helps to change behavior of employees	41
4.10	Performance Appraisal improves Motivation and Satisfaction.	42
4.11	Performance Appraisal feedback helps employees to improve their future performance.	43
4.12	I am satisfied with the existing performance appraisal system in organization.	44
4.13	Employee rewards are related with employee performance appraisal results.	45

4.14	Senior management is committed to successful implementation of performance appraisal system.	46
4.15	As per Employees opinion performance appraisal system of organization is related to.	47
4.16	Performance evaluation should be based on results or outcomes of employees.	48
4.17	Performance Appraisal System has helped in employee personal growth and development.	49
4.18	Performance Appraisal helps in reducing grievance of the employees	50
4.19	Is the performance appraisal system needed in organization?	51
4.20	How often the performance should review should take place	52
4.21	Performance ratings helps to fix increment.	53
4.22	Performance appraisal helps to win and cooperation and team work.	54
4.23	Should performance appraisal be used for punishment or penalty	55
4.24	Effective Performance appraisal system is a tool to attract and retain the employees.	56
4.25	The Performance appraisal is taken seriously in the organization.	57
4.26	Rating of the performance appraisal system executed in organization.	58
4.27	Rating errors are common in each and every performance appraisal system.	59
4.28	Performance appraisal mechanism has been used to appraise the employees.	60

EXECUTIVE SUMMARY

The project report on "A STUDY ON EFFECTIVENESS OF PERFORMANCE APPRAISAL SYSTEM AT OM HOSPITAL" is submitted in fractional implementation of the requirements for the award of Master of Business Administration (MBA). This project includes industry profile, company profile, statement of the problem, objectives of the project, methodology, analysis and interpretation, findings, suggestion and conclusion.

Performance appraisal has become very significant and a pressing necessity for employees in both the commercial and governmental sectors in today's era of globalization. This is essentially a technique that reviews an employee's performance on a regular basis. In this study, an attempt is made to identify the performance appraisal system in hospitals and to make recommendations for improvement.

In om hospital performance appraisal plays an important role. Appraisal is a continuous process and done annually as exercise before completion of the financial year. Appraisal has a wonderful motivational impact on people through significant feedback and is powerful tool for recognition. The main intention was to know the effectiveness of the performance appraisal. For this purpose, data was collected through structured questionnaire with a sample of 50 employees.

Good performance appraisal will help an organization to make effective use of the present man power and plan accurately for the future manpower management. The study gives a clear picture in om hospital, Ranebennur more importance is given to employee appraisal to improve productivity of the employees as well as the organization.