



A STUDY ON EMPLOYEE PERFORMANCE MANAGEMENT SYSTEM (EPMS) IN BANKS

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ABSTRACT—

An employee performance management system in an organization is very important. EPMS is installed in different banking organization but they have difficulty in implementing because various aspects are not evaluated properly. Many organizations fail due to improper implementation of EPMS. Performance management is about enhancing the employee's performance which ultimately



helps an organization to achieve organizational objectives successfully. This research paper analyzes the perception of employee the most important features of performance management and appraisal system. This research paper analyzes the perception of managers about employee performance management system and how they carried it out.

KEYWORDS: Employee Performance Management system , Employee appraisal, mission , philosophies, achievement, career planning.

INTRODUCTION

EPMS is becoming a very important driver in the organization. In this cut throat competition, organizations are continuously finding different ways to lead or to go ahead of others. Everyone is cutting cost and delivering satisfaction to the customers. This study is meant to see perception of managers implemented in the organization. Performance management is important for an organization, as it helps organizations ensuring employees are working hard to contribute to achieving the organization's mission and objectives. Performance management sets expectations for employee performance and motivates employees to work hard in ways that is expected by the organization. Moreover, performance management system provides a completed and professional management process for organizations to assess the performance results of organizations and employees.

OBJECTIVES OF THE RESEARCH

1. To Study attributes of Performance Management Systems in bank
2. To examine why an appraisal system is important.
3. To know the perception of managers about EPMS.
4. To determine the satisfaction level of the appraise.

RESEARCH METHODOLOGY

To evaluate the banking organization on the basis of standard performance management system as if performance management system is being implemented in bank a questionnaire was developed to gather data from the organization. The managers and non-managers of the organization rate the five dimensions of the Standard PMS on a scale of 1 - 5. The total number of questions in the questionnaire is 7. The Sample size of the study was 100 employees of bank . These employees were chosen randomly from different departments of the bank. The data would be analyzed graphical method.

Analysis and Interpretation of data

1. Gender a. Male b. Female
2. Age: a. below 20 b. 21 to 25 c. 26 to 30 d. 31 and above
3. Experience in Banking Industry a. less than 10 years b. 10 to 20 Years c. more than 20 Years
- 4) Please circle rating indicating your perceived level of importance with EPMS for the following statements in scale of 1 to 5 where 1 being the unimportant to 5 being the Very important.

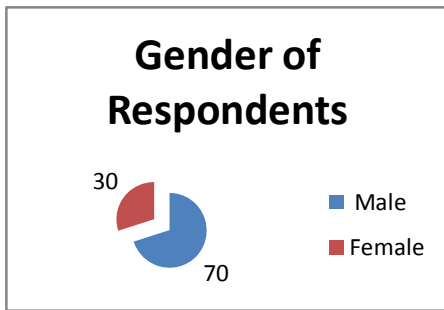
Very Important	Important	Moderately Important	Of Little Importance	Unimportant
5	4	3	2	1

- 4.1 Correlated with the organization's philosophies and mission
- 4.2 It must be carefully documented
- 4.3 Cover assessment of performance as well as potential for development
- 4.4 Rewards linked to achievements

Analysis of Results

1) Gender:

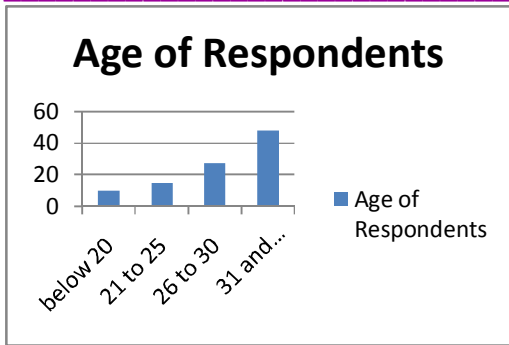
Total Respondents	Male	Female
100	70	30



Out of the 100 respondents, 70 or 70% selected male and 30 or 30% selected female

2) Age of Respondents:

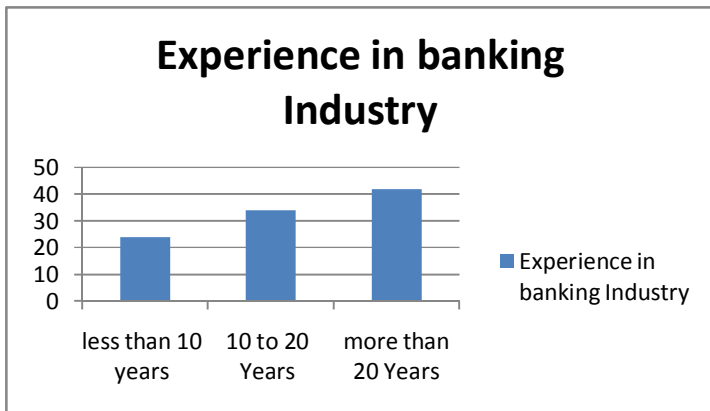
Age below 20	21 to 25	26 to 30	31 and above	Total Respondents
10	15	27	48	100



Most participants of the survey are aged between 31 and above, are 48% of the respondents. The next most common age group was 26-30 which had a total of 27 employees or 27%. And 25 % of employees are between ages of 20 to 25 years.

3) Experience

Experience in Banking Industry	less than 10 years	10 to 20 Years	more than 20 Years	
Total Respondents	24	34	42	100



From the above graph it shows that 42% of employees are more than 20 years of experience in banking. 58% of employees are experience between 10 to 20 years.

4.1) How much important EPMS Correlated with the organization's philosophies and mission

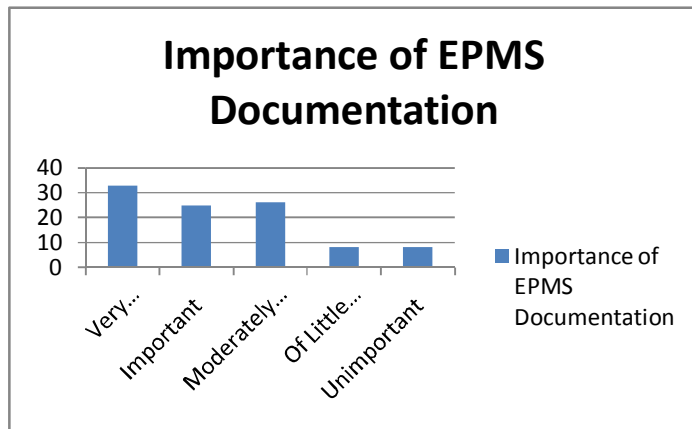
Scale	Very Important	Important	Moderately Important	Of Little Importance	Unimportant
No Of Respondents	32	51	10	5	2



Almost 51% of employees are said that EPMS Correlated with the organization's philosophies and mission are important. Very few employees said that the EPMS importance is less important.

4.2) It must be carefully documented

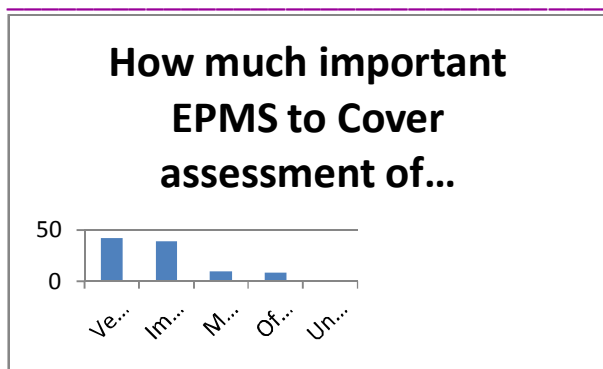
Scale	Very Important	Important	Moderately Important	Of Importance Little	Unimportant
No Of Respondents	33	25	26	8	8



From the research it shows that 58% of employees said that the documentations of EPMS are much important. Few employees says that it is not important.

4.3) How much important EPMS to Cover assessment of performance as well as potential for development

Scale	Very Important	Important	Moderately Important	Of Importance Little	Unimportant
No Of Respondents	42	39	10	8	1



Almost 81 % of employees are said that development activities are very important in the EPMS .

4.4) Rewards linked to achievements

Scale	Very Important	Important	Moderately Important	Of Little Importance	Unimportant
No Of Respondents	33	31	16	17	3



From the survey it shows that 33% employee are agree that rewards are linked to achievement are very important. And also most of the employee are given importance to the rewards and achievement.

FINDINGS:-

Following are the findings of the study:

1. For reducing the biasness in PMS normalization is used mostly.
2. Training of the employees is an important part of PMS.
3. Retention of the employees is of utmost importance while making policies regarding PMS in the company.
4. The important EPMS Correlated with the organization's philosophies and mission.
5. EPMS must be carefully documented.
6. EPMS to Cover assessment of performance as well as potential for development.
7. It is also important that Rewards linked to achievements.

SUGGESTION & RECOMMENDATION:-

For creating a vibrant workplace that attracts, retains, and promotes talented employees and at the same time discourages non-performance organization need to have:

1. Bank should conduct EPMS very effectively to improve the performance of the employee.

2. Bank should correlate EPMS with bank mission and Philosophies.
3. Bank should give rewards after achievement of the employees.
4. Bank should be conducting development activities for performance of the employees.

CONCLUSION:-

Employee Performance management system is very important for the employees development. It also helps to correlate EPMS and development activities of the employees. It also helps to know the relation between rewards and achievement of the employees to make effective implementation of EPMS.

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