

A Study on: Satisfaction with Performance Management System among Non-Medical staff

Presented By:-

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Introduction

- Performance management system (PMS) is the heart of any “people management “processes in organization.
- The fundamental goal of performance management is to promote and improve employee effectiveness.
- It is a continuous process where managers and employees work together to plan, monitor and review an employee's work objectives or goals and his or her overall contribution to the organization

Cont.

- **Effective performance management requires:-**
 1. Identifying the parameters of performance and stating them very clearly.
 2. Setting performance standards
 3. Planning in participative ways where appropriate, performance of all constituents
 4. Identifying competencies and competency gaps that contribute/hinder to performance

5. Planning performance development activities.
6. Creating ownership.
7. Systematically deciding and communicating what needs to be done (aims, objectives, priorities and targets)

Aim & Objective

Aim

- To Study the Satisfaction with Performance Management System among Non-Medical Staff.

Objective

- To study the Performance Management System for non medical staff of a tertiary hospital
- To investigate the perception of Non-Medical staff regarding Performance Management System as an appropriate measure of their performance
- To assess the gaps (if any) between perception and understanding of JDs and KRA

Methodology

- **STUDY DESIGN:** Descriptive Study
- **SETTING:** All administrative departments of Manipal Hospital, Jaipur.
- **DURATION OF STUDY:** 6th Feb to 6th may 2017
- **SAMPLE SIZE:** All the employees of administrative department who have taken part in appraisal process.
- **DATA COLLECTION PROCEDURE:** Data collected through questionnaires and Secondary Sources
- **DATA ANALYSIS PROCEDURE:** Collected data analyzed by Microsoft excel & SPSS.

Observations & Findings

Performance Management System of Manipal Hospital, Jaipur

Confirmation
Appraisal



Annual
Appraisal

Confirmation Appraisal

Only After completion of 6 months

Goals which can be taken for further appraisal

Appraisal Done by Manager
Ratings; OS, ME, NI

Reviewed by HOD
If come under expectation level, than only taken further

Annual Appraisal

Yearly in the month of February-march

**Goals/standards which were decided in
previous appraisal**

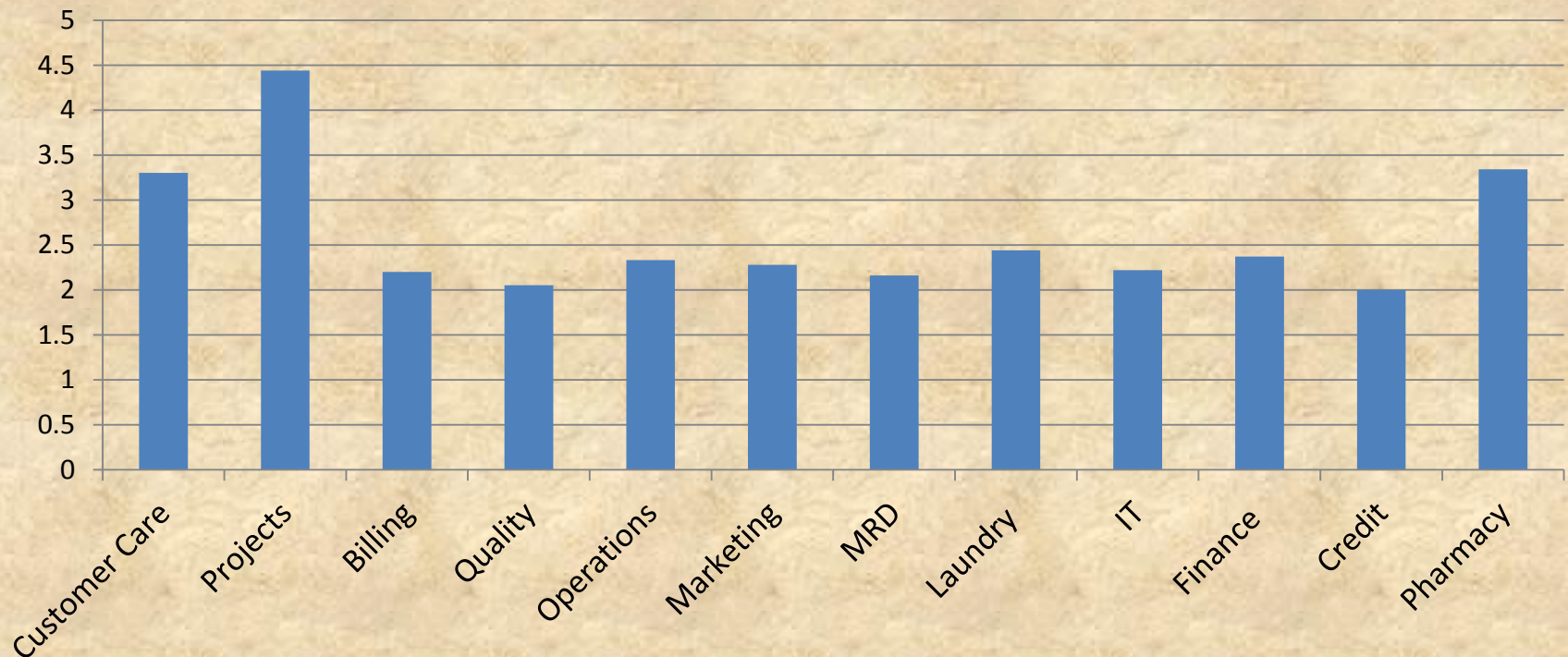
**Appraisal by Manager on the ratings of; OS,
ME, NI**

**Next year goals prepared and conveyed to employee
Training needs analyzed**

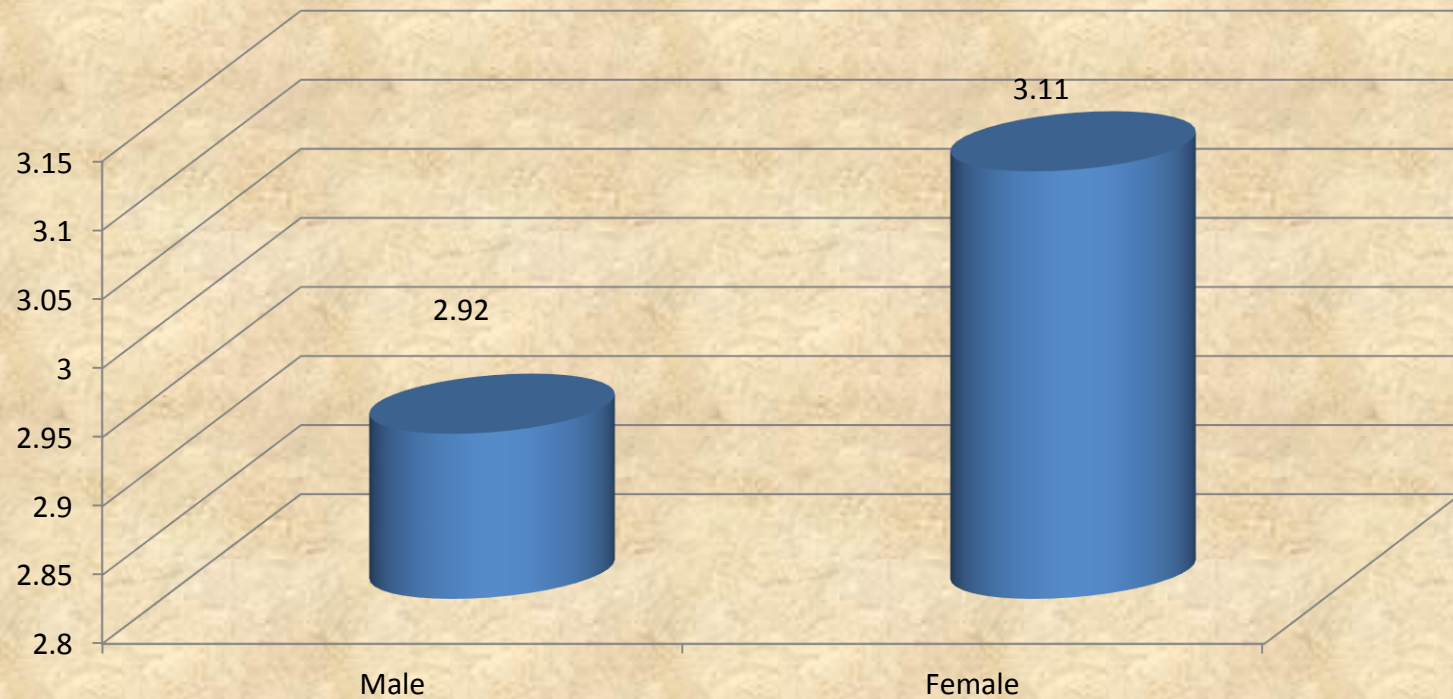
**Reviewed by HOD & Unit Head
Promotion and Salary hike proposal reviewed**

- ***To investigate the perception of Non-Medical staff regarding Performance Management System as an appropriate measure of their performance***
- Total Non-Medical Employees- 75
- Sample (who fulfilled criteria) – 60

✓ **Department wise satisfaction level**



✓ Gender wise :-



- ❖ Out of 60 employees, 37 or 60% employees were Males and 23 or 40 % employees were Females.
- ❖ When compared Satisfaction between Male and Female, Males were more satisfied. On the other hand Females were Neutral About It

Correlation between Gender and Satisfaction of PMS

Correlations

		Gender	Average
Gender	Pearson Correlation	1	-.129
	Sig. (2-tailed)		.325
	N	60	60
Average	Pearson Correlation	-.129	1
	Sig. (2-tailed)	.325	
	N	60	60

Significance difference is >0.05 . Hence there is no significance difference between gender and satisfaction level of PMS among the employees

✓ Experience Wise:-



Correlation between Experience and Satisfaction of PMS

Correlations

		Average	Exp
Average	Pearson Correlation	1	-.047
	Sig. (2-tailed)		.719
	N	60	60
Exp	Pearson Correlation	-.047	1
	Sig. (2-tailed)	.719	
	N	60	60

Significance difference is >0.05 . Hence there is no significance difference between Experience and satisfaction level of PMS among the employees

- ***To assess the gaps (if any) between perception and understanding of JDs and KRA:-***

- There were no such Gaps in Understanding between JDs and KRAs, Except Customer Care Department.
- There was different JD for each Role. But in Manipal Hospital Jaipur, Duty Rotation system being used so, there is no set JD and KRA. Everyone is expected and trained to work in all the functional stations (in respective Role).
- JD Modification done to resolve this issue

Recommendations

- Equal Involvement of Employees in PMS System.
- Training needs which has been identified should be taken further.
- Employee's feedback should be taken.
- Criteria for Confirmation Appraisal and Yearly appraisal should be different. And this should be conveyed to employee clearly
- Whenever new changes take place in hospital, employees should be conveyed about it. It can be a meeting or a training session.
- Required proper Signage in Hospital , as the front office staff usually get involved in showing path to the patients.

Thank
you