

IVY HOSPITAL, MOHALI

Ivy Group of hospitals is one of the largest tertiary care healthcare delivery network operating in Punjab. Presently, it has 5 operational Multi Super Specialty hospitals at Mohali, Khanna, Nawanshahr, Hoshiarpur & Amritsar.

Hospital Vision Statement: “To be the largest and the most respected healthcare provider in the region”

Hospital Mission Statement: “To provide honest, affordable and accessible healthcare services to all”

INTRODUCTION

Performance management is the process of identifying, measuring, managing, and developing the performance of the human resources in an organization, whereas performance appraisal is a fragment of performance management system. An effective performance management must focus on retreating the errors, which occur during this appraisal process. The main purpose of performance management is to augment the work performance of employees and organizational performance as a whole to the maximum level.

OBJECTIVES OF THE RESEARCH

The main Objectives of the research are as follows:

- To study the existing Performance Appraisal System being undertaken at Ivy Hospital.
- To know the perception of the employees regarding the effectiveness of existing system of Performance Appraisal.

RESEARCH METHODOLOGY

Type and Nature of Research: - The present study is Descriptive and Quantitative in nature.

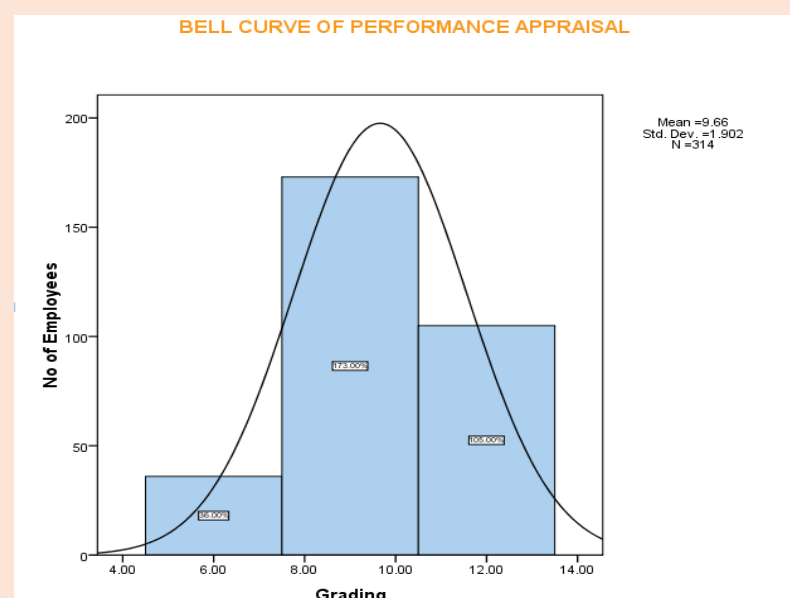
Sampling frame for: Employees of Ivy,

Sampling unit Executives of various departments in Ivy.

Sample size: The sample size chosen was 110.

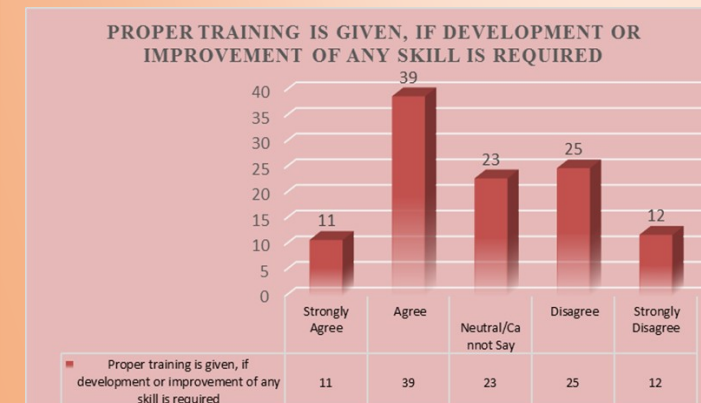
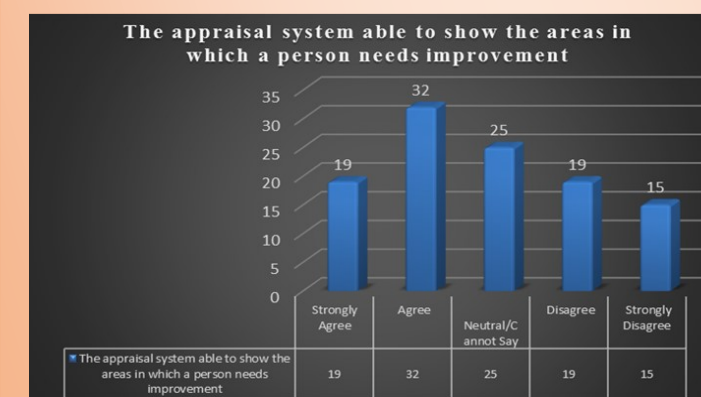
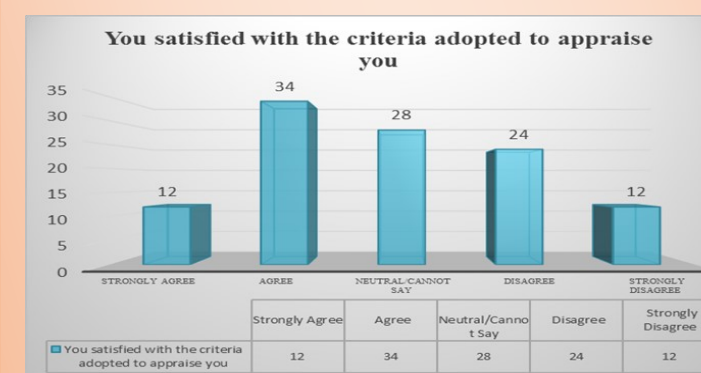
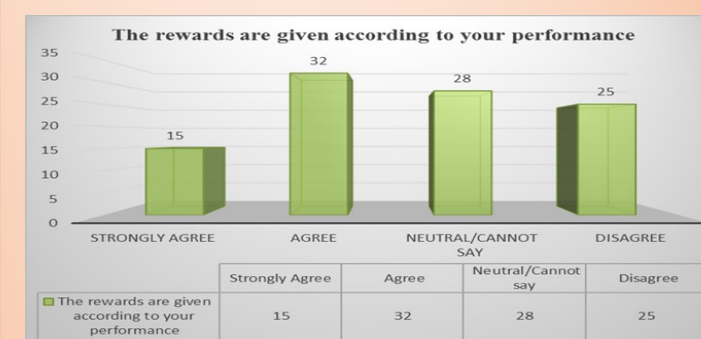
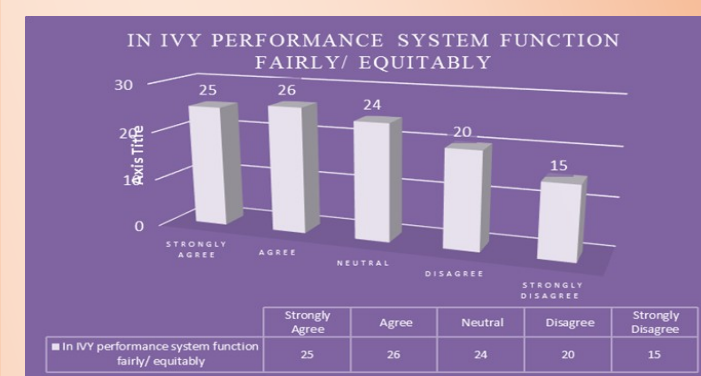
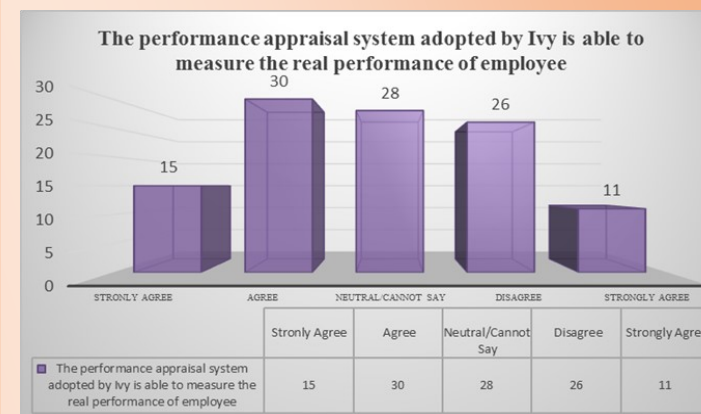
Sampling method : Convenience sampling method was used.

BELL CURVE OF IVY

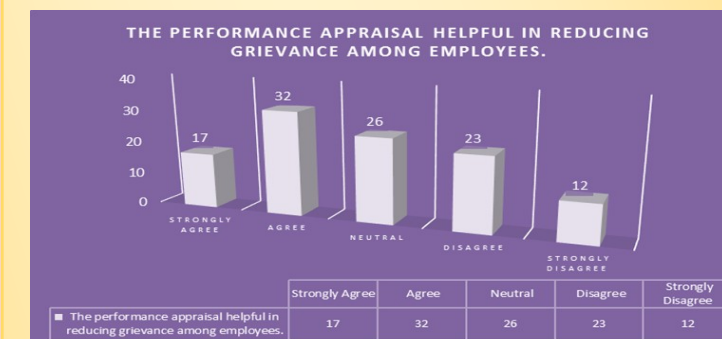
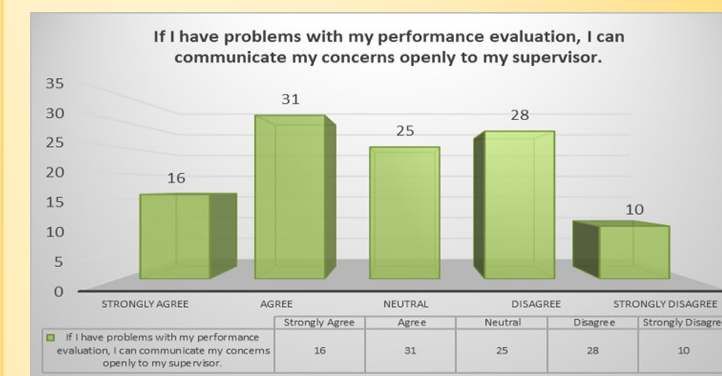
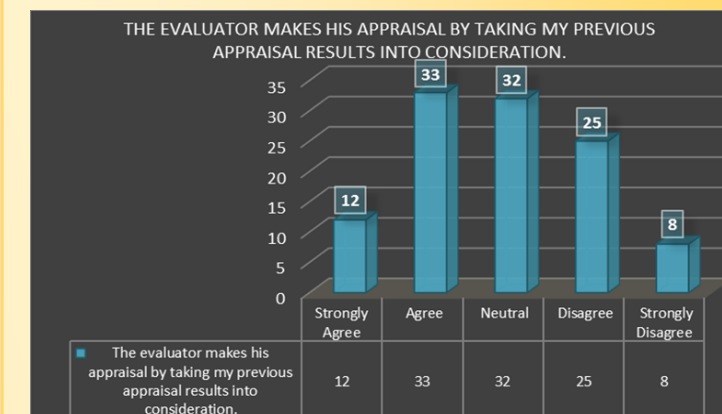


The following graph represents the bell curve showing A grade ,B grade and C grade employees, as shown majority of the employees fall in B grade category.

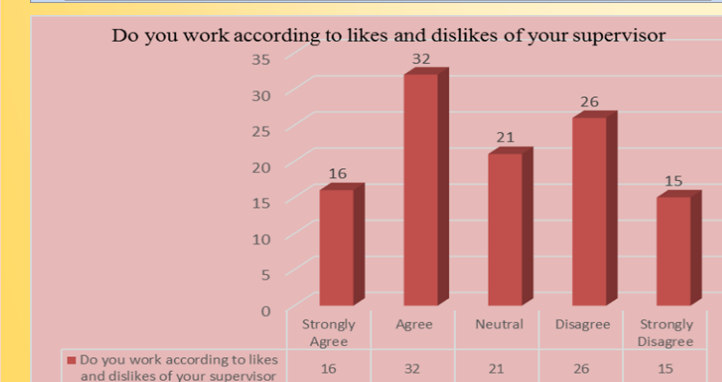
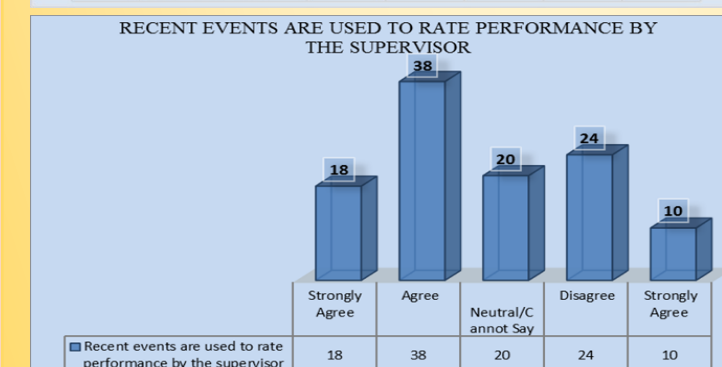
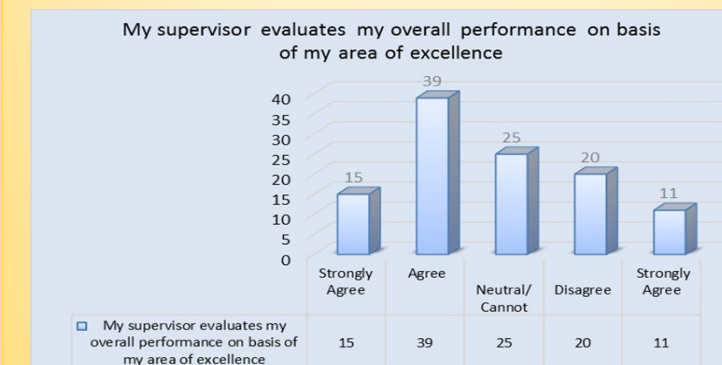
DATA INTERPRETATION AND ANALYSIS



DATA INTERPRETATION AND ANALYSIS



ERRORS IN APPRAISAL SYSTEM



FINDINGS:

- Majority of the employees understands the basic objective and need of the performance appraisal system.
- The performance appraisal system followed by the organization is effective as majority of the employees are satisfied and have given positive responses.
- Although the performance appraisal system is effective at Ivy still there are many errors which exists in appraisal system, thus increasing the scope of bias.
- The employees to a certain extent are satisfied with the training being provided in the area of improvement.
- The system has definitely motivated employees to co operate and work in team. The overall interpretation of the data shows that the employees were satisfied with the existing system of Performance Appraisal except for few errors with came into limelight.

RECOMMENDATION:

- Training programs should be conducted for executives for enrichment of knowledge.
- Should be 100% transparent and performance based.
- Timeframe for completion of targets should be increased.