

LETICIA SALES DE OLIVEIRA
1840185

PERFORMANCE APPRAISAL
-RCM 263-

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DEFINITION

Performance Appraisal is a way to measure the productivity of an employee at work, so it is possible to create an improvement plan for them to get better and officialize their non-performance in a document. The performance appraisal can also be called by other names, like performance evaluation or performance assessments, but the main goal never changes: it is a system that allows formal feedback, so the employee can know how well he/she is doing the job and feel susceptible to better behavior and performance, once it never should be deprecating, but stimulant. Another point is that it can serve as a basis to pay raises, promotions and legal disciplinary actions. **(BENEFITS)**

The performance evaluation is a formal system to measure people's work, but the manager should give employees informal feedback of their work constantly. Each enterprise or workplace will develop their evaluation process and by this they will need to set up goals to achieve with it and make decisions about what will be linked to the evaluation, such as pay raises (because employees show better acceptance if the review is linked to compensations) and how often this measure will be applied. Also, the evaluation might be super tied to the job description of the post that is being analysed and another important point is to choose who is going to evaluate the employee, because it can be the manager, a peer, subordinates, customers or even self-evaluation. The most common choice is the manager.

The process is not flawless because errors may occur during it. For each style of analysis or source that is analysing, there are possible different bias that can happen. Some of them are, for example, the halo effect when a manager is the source, because it can see a big positive quality in a employee and then mark him/her better because of this one quality; when the employee self-analyse itself it can have interest in inflating him/her own ratings; when it is a peer evaluation, relationships can be a bias for the accurate of it and if it is tied to payment, the situation can turn into an awkward situation; when clients are the source it might occur some bias once they are not totally in the operation, but usually they are one of the best sources to evaluate, because they are the target of the business, they are the ones that might like the service to come back in the future; when the subordinates are the source, there is the risk of them being afraid of retaliation and it can occur rating inflammation. For the evaluation to be valid, it needs to be the most accurate as possible, so knowing your staff and observing the work ambient has a big importance before developing the Performance Appraisal and choosing the method it will follow. **(CHALLENGES)**

ESSAY RATING

EMPLOYEE'S PERFORMANCE EVALUATION FORM	
ORCHID'S RESTAURANT	
Employee's	
Name: _____	Title: _____ Dept: _____
Source's	
Name: _____	Title: _____ Dept: _____
Please, fill here with answers ↓	
Employee's good qualities/ abilities/ actions during work	
What does the employee could do better at work?	
Describe employee as a team member	
Describe employee's mood during most of the time spent with her/him	
Date: / /2019	
Signature of source: _____	
Signature of Manager: _____	
Signature of Employee: _____	

