A STUDY ON EMPLOYEES PERCEPTION TOWARDS THE PERFORMANCE APPRAISAL SYSTEM IN TAMILNADU TRANSPORT CORPORATION –IN TIRUNELVELI DIVISION

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ABSTRACT

Performance Appraisal is one of the important aspects of all of the enterprise to the degree the overall performance of the employees and the business enterprise to make sure the progress closer to the favored goals and ambitions. The overall performance appraisal includes all formal procedures used to assess the personalities, contributions potentials of group employees in a running company. It is a non-stop system to shield the facts essential for making accurate and goal decisions on personnel. The performance value determinations help to price the presentation of personnel and appraise their contribution toward the organization desires. In the prevailing study, the researcher investigated the prevailing reputation of the overall performance appraisal device in Tamil Nadu Transport Corporation in Tirunelveli department. The primary studies changed into finished via the questionnaire survey in Tirunelveli department the usage of a handy sampling of two hundred respondents. The have a look at discovered that the personnel of Tamil Nadu Transport businesses in Tirunelveli divisions are glad about the modern-day overall performance appraisal machine. Further, the male and female personnel are having a similar notion approximately the overall performance appraisal gadget. The study additionally found that there is no extensive difference in the age organization of the employees regarding the overall performance appraisal device in Tamil Nadu Transport Corporation in Tirunelveli divisions.

KEYWORDS: *Performance Appraisal, Transport Corporation, Job Satisfaction*

INTRODUCTION

Performance Appraisal is one of the vital factors of the entire corporation to measure the performance of the personnel and the organization to make sure the progress closer to the favored desires and targets. The performance appraisal consists of all formal strategies used to assess the personalities, contributions potentials of group employees in a running corporation. It is a non-stop technique to shield the records crucial for making accurate and objective selections on employees. The overall performance appraisals help to price the presentation of employees and appraise their contribution closer to the organizational dreams. The performance value determinations assist to accumulate individuals, enhance the organizational performance and feed into commercial enterprise making plans. It is a formal manner used to assess an employee's effectiveness and productivity and serves both administrative and developmental purposes. It is helpful to the management to take a decision-making process concerning employment movements, personnel planning, and education

and development. The Performance Appraisal is necessary to determine the performance of the employees and the enterprise to check the boom towards the desired dreams and aims. The Performance appraisal consists of all formal tactics used to evaluate the personalities, contributions potentials of employees in a working company. It is a continuous manner to relaxed the facts wanted for making accurate and objective decisions on personnel. The Performance value determinations assist to price the overall performance of personnel and estimate their contribution towards the organizational dreams. The Performance appraisals assist to broaden people, enhance organizational overall performance and feed into enterprise planning.

PERFORMANCE APPRAISAL METHODS

There are kinds of assessing the overall performance appraisal: Objective measures which are directly quantifiable and the subjective measures which aren't at once quantifiable. The Performance Appraisal can be broadly labeled into two classes: Traditional Methods and Modern Methods. The performance appraisal methods are:

- Traditional Method

- Modern Method

Tamil Nadu State Transport Corporation Limited

It is a public transport bus operator in Tamil Nadu. It operates the intercity bus services to towns inside Tamil Nadu, and from Tamil Nadu to its neighboring states with a combined fleet electricity of 22203 buses as of 2016 -2017. It additionally operates the general public shipping bus provider in many cities of Tamil Nadu, besides Chennai, in which the general public service of the bus operated by way of the MTC and a subsidiary of TNSTC. The Transport State Transport Corporation is the largest authorities' bus shipping employer in India additionally primary company in the world after the bifurcation of APSRTC. It has been six divided into six divisions, particularly Coimbatore department, Kumbakonam division, Madurai, Salem, Tirunelveli, and Villupuram.

REVIEW OF LITERATURE

Dhanabhakyam, M., &Nisamudheen, T. (2016) diagnosed that the chosen predictor variables of human useful resource control practices have a right away effect in discriminating the notion between drivers and conductors of KSRTC. Hence it's miles concluded from the discriminant analysis that there may be an extensive difference inside the belief between the drivers and conductors in the direction of human resource management practices of KSRTC.

Vishnu C.R & Dr. Regi Kumar V(2014) focuses on framing general benchmarking models for the street delivery companies the use of the approach of Data Envelopment Analysis (DEA). It is the first try for a DEA examine at the performance of street transport organizations. For analysis greater Road Transport Corporations in South India where selected aside from Kerala State Road Transport Corporation (KSRTC) where KSRTC is often hitting the headlines with the reviews of substantial economic loss of each 12 months. The near Tamil Nadu State Transport Corporation (TNSTC) and Karnataka State Road Transport Corporation (KSRTC) are acting extraordinarily opposite by making massive income. The diverse variables regarding the effectiveness of delivery companies were identified first to perform monetary announcement analysis a well-known mathematical model. The case takes a look at pinpoints the areas in which Kerala SRTC desires to contemplate to improve its general. Although the point of interest of this present paper is inside the above

3 organizations, tons of the method may be generalized for any range of shipping business enterprise in any context to benchmark.

Gajendran. A, (2011) observed that a clear view about the unique attitudes of bus passengers, pleasant of provider assured via State Express Transport Corporation (SETC), Tamil Nadu State Transport Corporation (TNSTC) and Private Omni buses shipping industries in Tamil Nadu with precise reference to Chennai.

Pallavee Shrivastva (2012) said that the performance appraisal is one of the important factors of the organizational potential and commonly evaluations past conduct and so presents an opportunity to mirror on past performance of the financial institution employees.

Lalita Rani et al. (2014) observed that personnel are happy with the current appraisal technique and most of the employees said that the biases of amazing control do now not have an impact on their appraisal. The Performance Appraisal is often the central pillar of overall performance management in the bank to preserve the inducement of the personnel excessive.

OBJECTIVES OF THE STUDY

- To observe the employee's perception in the direction of the current overall performance appraisal machine used by the Tamil Nadu Transport Corporation in Tirunelveli department; and

- To have a look at whether or not there is any tremendous difference among male and woman employees regarding the modern-day performance appraisal system;

- To scrutinize whether there is any substantial difference a few of the age institution of the respondents concerning towards the cutting-edge performance appraisal machine followed by means of the Tamil Nadu Transport Corporation in Tirunelveli department.

Statement of Hypothesis

- The Employees are not Satisfied the Current Performance Appraisal System Used via the Tamil Nadu Transport employer in Tirunelveli division.

- There is no massive distinction a number of the age institution of the respondents with admire to present day overall performance appraisal gadget Tamil Nadu Transport Corporation in Tirunelveli department

- There isn't any tremendous difference among male and female personnel with respect to an opinion about the cutting-edge performance appraisal machine utilized by the Tamil Nadu Transport Corporation in Tirunelveli department.

RESEARCH METHODOLOGY

The reason for the prevailing paper is to find out the Tamil Nadu Transport Corporation employees belief approximately the overall performance appraisal system used. Both primary and secondary records used for the present study. The facts have been used to attain the above-referred to targets. The study changed into carried out in Tirunelveli Division of Tamil Nadu Transport Corporation. The pattern for this study consisted of two hundred employees drawn via simple random sampling from the employees. The personnel had been contacted face-to-face for the collection of primary

data. To check the reliability of the responses given by way of the employees, the real operating Tamil Nadu Transport Corporation changed into visited for amassing more facts approximately the modern overall performance appraisal machine, opinion about the performance appraisal system. The information was accumulated from March 2018 to August 2018. The Cronbach's alpha fee is 0.847. Therefore, the same questionnaire turned into used for the very last examine keeping in view the high score of reliability and validity of the tool. The primary facts amassed from target respondents have been analyzed the usage of descriptive information, one-pattern t-test, and Independent t-check, and Analysis of variance has analyzed the use of SPSS 21.0 version.

DATA ANALYSIS AND INTERPRETATION

Table 1: Demographic Profile of Respondents

	Frequency	Percent
Gender		
Male	195	97.5
Female	5	2.5
Total	**200**	**100.0**
Age		
Up to 30 yrs	29	14.5
31-40 yrs	86	43.0
41-50 yrs	57	28.5
Above 50 yrs	28	14.0
Total	**200**	**100.0**
Marital Status		
Unmarried	15	7.5
Married	161	80.5
Divorcee	18	9.0
Widower	6	3.0
Total	**200**	**100.0**
Educational Qualification		
Below SSLC	18	9.0
HSC	77	38.5
Degree	56	28.0
PG	4	2.0
Diploma	34	17.0
Others	11	5.5
Total	**200**	**100.0**
Monthly Income		
Up to Rs.25000	38	19.0
Rs.25001-35000	88	44.0
Rs.35001-45000	27	13.5
Rs.45001-55000	47	23.5
Total	**200**	**100.0**
Designation		
Administrative Staff	14	7.0
Driver	97	48.5
Conductor	69	34.5
Technical Staff	15	7.5
Others	5	2.5
Total	**200**	**100.0**
Experience		
Up to 5 yrs	23	11.5
6-15 yrs	101	50.5

Table 1: Contd.,		
16-25 yrs	42	21.0
Above 25 yrs	34	17.0
Total	**200**	**100.0**
Dependents		
3 members	67	33.5
4 members	91	45.5
5 members	42	21.0
Total	**200**	**100.0**
Membership in Trade Union		
Yes	174	87.0
No	26	13.0
Total	**200**	**100.0**

Source: Computed from Primary data

The above table shows that the demographic profile of the respondents of Tamil Nadu Transport Corporation in Tirunelveli division. Out of 200 respondents, the percentage of male and female respondents is 97.5% and 2.5% respectively. Regarding the age wise classification of respondents, majority 43% of respondents were in the age group between 31-40 years, followed by 28.5 % of respondents are in the age group of between 41-50 years, 14.5% of the respondents are in the age group of up to 30 years, and 14% of the respondents are in the age group of above 50 years. Marital status of respondents concern, majority 80.5% of the respondents are married, followed by 9% of the respondents are a divorcee, 7.5% of the respondents are unmarried, and 3% of the respondents are a widower. In connection with the Educational Qualification of respondents, majority 38.5% of respondent's educational qualification is HSC, 28% of respondents are degree holders, and 17% of respondents were diploma holders, 9% of the respondents educational qualification is below SSLC, and 5.5% of the respondents are others category, i.e., ITI, and certificate courses. As for a monthly income of the respondents, majority 44% of the respondent's monthly income between Rs.25,001-35,000, followed by 23.5% of the respondent's monthly income between Rs.45,001 – 55,000, 19% of the respondent's monthly income is up to Rs.25,000 and 13.5% of the respondent's monthly income between Rs.35,001-45,000. Designation of the respondent's concern, majority 48.5% of the respondents, are designation is drivers, followed by 34.5% of the respondent's designation is a conductor, 7.5% of the respondents are designation is technical staff, 7% of the respondents are administrative staff, and 2.5% of the respondents are other category designation.

Regarding experience of the respondent's concern, majority 50.5% of the respondents experience between 6-15 years, followed by 21% of the respondents are having experience between 16-25 years, 17% of the respondents have experience above 25 years, and 11.5% of the respondents have experience up to 5 years. Respondent's dependents are, majority 45.5% of the respondents have four members dependent, followed by 33.5% of the respondents are having three members, and 21% of the respondents have five members' dependents. The respondent's membership in trade union concern, majority 87% of the respondents,is as a member of trade union movement, and 13% of the respondents are not the member of the trade union movement.

Null Hypothesis 1

The Employees are not Satisfied the Current Performance Appraisal System Used by the Tamil Nadu Transport corporation in Tirunelveli division.

Table 2: One-Sample T-Test for Current Performance Appraisal System

Current Performance Appraisal System	N	Mean	SD	t-Value	p-Value
Criteria used in performance appraisal is high	200	3.22	1.333	2.280	0.024*
Annual appraisal help the development of new or better job-related qualities and skill	200	3.20	1.333	2.069	0.040*
Unbiased assessment of performance relative to that of my colleagues is	200	3.19	1.326	1.972	0.050*
Annual appraisals help in getting more appropriate jobs, placements and so on	200	3.29	1.290	3.179	0.002**
Performance appraisal positively influence the worker's performance	200	3.31	1.281	3.415	0.004**
Performance appraisal helps to identify the strength and weakness of employees	200	3.30	1.279	3.401	0.006**
Employees regularly receive a formal performance appraisal report	200	3.27	1.264	3.398	0.002**

Source: Computed from Primary data

Table-2 highlights the results of one-sample t-test for the current performance appraisal system in Tamilnadu Transport Corporation in Tirunelveli division. It is noted from the above table; all the statements p-value is less than 0.01 and statistically significant. Hence it is concluded that the current appraisal system used by the Tamil Nadu Transport Corporation in Tirunelveli division satisfied the employees.

Null Hypothesis-2

There is no Significant Difference Among the age Group of the Respondents with Respect to Current Performance Appraisal System Tamil Nadu Transport Corporation in Tirunelveli Division

Table 3: ANOVA Test for Age Group of Respondents and Performance Appraisal System

Age	Performance Appraisal Score			F-value	P -value
	Mean	S.D	No.		
Up to 30 yrs	19.41	4.00	29		
31-40 yrs	19.94	4.08	86		
41-50 yrs	18.00	4.20	57	2.264	NS
Above 50 yrs	18.57	4.91	28		
Total	19.12	4.28	200		

Source: Computed from primary survey
NOTE: NS= Non-Significant

Table 3 exhibits the results of the Analysis of variance test for the age group of the respondents and the performance appraisal system in the study area. Since the P-value is greater than 0.5, therefore the null hypothesis is accepted at 5% level of significance. Therefore it is concluded that there is a refusal of significant distinction among the age group of the respondents concerning current performance appraisal system Tamil Nadu Transport Corporation in Tirunelveli division. The study inferred that all the age group of the respondents is having the similar perception about the performance appraisal system adopted by the Tamil Nadu Transport Corporation in Tirunelveli division.

Null Hypothesis 3

There is no Significant Difference Between Male and Female Employees with Respect to Opinion about the Current Performance Appraisal System used by the Tamil Nadu Transport Corporation in Tirunelveli Division

Table 4: Independent T-Test for Gender Category of Respondents and Performance Appraisal System

	Gender	N	Mean	SD	t-value	P value
Opinion about Performance Appraisal system	Male	195	3.22	1.146	0.419	0.676
	Female	05	3.09	1.268		

Source: Computed from Primary data

Independent t-test results for an opinion about the performance appraisal system used by the Tamil Nadu Transport Corporation highlights the above table. It is noted from the above table; the calculated t-value is 0.419 and p-value 0.676 which is higher than 0.05. Therefore the null hypothesis is agreed to at 5% level of significance. Hence it is concluded that there is no momentous difference between male and female employees concerning an opinion about the current performance appraisal system used by the Tamil Nadu Transport Corporation in Tirunelveli division.

CONCLUSIONS

Based on the results, the study observed that the employees of Tamil Nadu Transport corporations in Tirunelveli divisions are satisfied with the current performance appraisal system. Further, the male and female employees are having the similar perception about the performance appraisal system. The study also found that there is no significant difference in the age group of the employees concerning the performance appraisal system in Tamil Nadu Transport Corporation in Tirunelveli divisions.

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