



Internship Report On

“An analysis of performance management & appraisal techniques of
Turag garments”

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Letter of Transmittal

Date: Nov. 27, 2024

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Subject: Submission of Internship Report on “An analysis of performance management & appraisal techniques of Turag garments.”

Dear Sir,

I am hereby submitting my internship paper, titled “An analysis of performance Management & appraisal Techniques of Turag Garments.” in a formal manner. My apprenticeship program was dedicated to Turag Garments, and as a result, I have prepared this comprehensive report. I sought to deliver a constructive review of the insights and observations I gained throughout my internship experience.

I would be truly grateful for your insightful comments & observations, as they would greatly enhance my efforts. I greatly appreciate the time and support you have offered me. Thank you for your invaluable help.

Yours Sincerely,

Farhana Tajrin Diba

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Declaration

I, Farhana Tajrin Diba a MBA student of Daffodil International University holding ID: 0242220004083017 hereby solemnly declare that the internship report entitled "Performance Management & Appraisal technique of Turag Garments" is an authentic and original scholarly work completed under my sole authorship. I affirm that all data, analyses, and interpretations contained within this report are accurate and have been diligently compiled in accordance with the highest standards of academic integrity. The content presented herein is a culmination of my personal experiences, meticulous observations, and comprehensive interviews conducted during my tenure as an intern at Turag Garments.



.....
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Certificate of Supervisor

This is to certify that **Farhana Tajrin Diba**, a student of Daffodil International University's Department of Business Administration, Faculty of Business and Entrepreneurship, ID: 0242220004083017, Major in HRM, has successfully completed her Internship Program, "An analysis of performance appraisal techniques of Turag Garments." This is a partial fulfillment of the MBA degree requirement, under my supervision.

She has executed her duties in accordance with my supervision and direction, and she has made every effort to ensure its successful completion. I believe that this program will be beneficial to her in the future as she continues to develop her vocation. I extend my best wishes for her success and prosperity.



.....
Md. Alamgir Hossan
Assistant Professor.
Department of Business Administration.
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Acknowledgement

I express my heartfelt gratitude to Allah, the Most Merciful, for His guidance and blessings throughout this journey, which have been a reliable source of clarity and inspiration. I wish to convey my deep appreciation to my family and friends for their unwavering support and encouragement throughout this research journey. I would also like to express special gratitude to my supervisor, Mr. Md. Alamgir Hossan, from the Department of Business and Entrepreneurship at Daffodil International University, for his invaluable guidance and unwavering assistance. I am also deeply grateful to my coworkers at Turag Garments for sharing their insights and experiences, which greatly enriched this research. Finally, I thank everyone who contributed to this endeavor, individually or collectively, for their recognized and valued contributions.

Executive Summery

The private industrial firm known as Turag Garments is among the largest in the world. The clothing sector is entirely focused on exporting its products. Since 2001, Turag Garments & Hosiery Mills Ltd. has been exporting their products to a variety of countries which are located all over the world. By adhering to the standards of compliance that are internationally recognized and accredited, It guarantees that optimal staff management interactions and interactions are maintained. Through the course of my internship report, I was given the opportunity to collaborate with them both remotely and through several interviews. The performance management and appraisal measurers that Turag Garments implements inside their organization are the initial topic of this analysis.

Over the course of this internship, I was able to acquire a great deal of knowledge regarding the organization and its management in relation to my specialty. An excellent level of organization may be seen inside Turag Garments' performance management system. I am now aware of the methods that they use to keep an eye on and manage their staff. In addition, I learned about their numerous roles, which include incentives & remuneration, decision-making efficiency, incentive structure, performance enhancement, and performance evaluation, & a great deal of other functions. Moreover, they implemented a great deal of support for the staff members. The performance team at Turag Garments is responsible for ensuring that the organization's structure and ways of evaluating its personnel are continuously improved. Additionally, it contributes to the advancement of the company in a positive way. Following the completion of my job, I became aware of a few issues with the performance-management-system & attempted to provide some solutions and suggestions to fix those issues.

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Acronyms & Elaborations	
Assistant General Manager	AGM
Chief Executive Officer	CEO
Dhaka Export Processing Zone	DEPZ
Deputy General Manager	DGM
Human Resource	HR
Personal Protective Equipment	PPE
Readymade garments	RMG

TURAG

TURAG GARMENTS &
HOSIERY MILLS LTD.

<https://www.turagbd.net/>

Chapter: 01

Introduction

1.1 Introduction

In the global apparel industry, which is both dynamic and intensely competitive, the effective implementation of performance management and appraisal systems is essential for the preservation of high levels of productivity and quality. One major participant in this market, Turag Garments, understands how critical these systems are to fostering employee happiness and corporate success. Turag Garments is a top clothing manufacturer that has made a name for itself by focusing on innovation, quality, and staff growth. The goal of this study is to examine the many performance-management & appraisal strategies utilized by Turag Garments & to provide insight into their efficacy, drawbacks, and effects on the overall functioning of the company. Setting goals, evaluating progress, and giving regular feedback are all parts of the continual process of performance management, which makes sure that staff members fulfill their responsibilities and follow company policies. It includes a broad variety of activities, including performance evaluation, continuous observation, setting objectives, and evaluation. By bringing individual performance into line with the organization's strategic goals, effective performance management promotes accountability and ongoing development. Conversely, appraisal procedures are regular assessments of a worker's performance that are usually done once a year or twice a year. These assessments are essential for pinpointing areas in need of development, acknowledging accomplishments, and assisting in the decision-making process for opportunities for advancement, pay, and training. Through the use of formal mechanisms to examine previous performance and plan future development, appraisal procedures give an organized approach to performance assessment. Turag Garments offers a special scenario for examining these techniques because of its sizable staff and intricate operational procedures. The organization has put in place a variety of performance management and appraisal strategies, ranging from more conventional approaches like 360-degree feedback and rating scales to more modern ones like continuous performance management and real-time feedback systems. Though 360-degree feedback incorporates feedback from peers, subordinates, and supervisors, it delivers a holistic view of performance in comparison to traditional approaches like rating scales, which provide a numeric measure. Modern methods, including continuous performance management, place an emphasis on constant communication and instantaneous feedback, making performance management more flexible and adaptable. This research will look at the specific methods Turag Garments uses and evaluate how well they work and align with the company's strategic goals. How these strategies affect worker motivation,

engagement, retention in addition to how they affect the overall success of the business. Workplace success is heavily dependent on employee motivation, which affects output, creativity, and job happiness. Systems for performance management and appraisal that are effective in delivering regular feedback, setting clear goals, and recognizing accomplishments can all boost motivation. Employee commitment and involvement in their work and organization is referred to as engagement. Elevated levels of engagement are linked to enhanced productivity, reduced attrition, and increased loyalty within the firm. Retention the capacity to hold on to skilled workers are essential for preserving organizational continuity and expertise. This analysis attempts to provide insightful analysis and suggestions for improving Turag Garments' performance management and appraisal systems, thereby supporting the company's growth and sustainability in the cutthroat apparel industry. It does this by identifying the company's strong and weak points. The investigation will also look at the difficulties Turag Garments had setting up and keeping up efficient procedures for performance management and appraisal. These difficulties could include managing a diverse and sizable workforce, the requirement for continual training and development, and opposition to change. The study will also take into account the broader ramifications of performance management and appraisal methods, including how they promote talent management, foster a healthy company culture, and encourage continual improvement. Turag Garments can fortify its performance management and appraisal systems by tackling these obstacles and utilizing the knowledge gleaned from this analysis. This will ultimately bolster the company's competitive edge and guarantee long-term success in the global garment market.

1.2 Literature Review

Performance management and appraisal systems are essential elements of organizational efficiency. According to Armstrong (2017), performance management is a deliberate and integrated process that focuses on enhancing the performance of individuals and teams in order to accomplish corporate objectives. Grote (2011) highlights that performance appraisals are formal and structured mechanisms designed to measure, evaluate, and influence the job-related traits, actions, and results of employees. Individual contributions must be in line with the organization's strategic objectives through both procedures. Conventional methods of performance management, such as the yearly performance evaluation and rating systems, have been widely employed in several industries. DeNisi and Smith (2014) argue that these methodologies give a systematic

strategy to analyze employee performance, providing an organized means to evaluate strengths and identify areas for growth. Nevertheless, they also emphasize the constraints, such as the scarcity of feedback and possible prejudices in assessments. Murphy and Cleveland (1995) argue that conventional approaches, although they document past achievement, frequently overlook the ever-changing and continuous character of employees' contributions. In addition, Fletcher (2001) explores the potential negative impact of poorly executed traditional assessment methods on employee motivation, which can result in feelings of unfairness and a lack of acknowledgment. Contemporary performance management solutions have arisen as a response to the shortcomings of conventional systems. These techniques prioritize constant feedback and real-time performance monitoring. Aguinis (2013) contends that in the current dynamic work environment, continuous performance management systems are superior due to their ability to provide frequent contact and provide prompt feedback. This technique enables prompt identification of accomplishments and swift resolution of problems, cultivating a more adaptable and flexible company culture.

Effective performance management systems are crucial for achieving employee motivation and engagement. According to Deci & Ryan's (2000) Self Determination Theory, people's perceptions of their own autonomy, competence, and relatedness determine their motivation. Implementing efficient performance management strategies that establish explicit objectives, provide consistent feedback, and offer avenues for growth can amplify these sentiments, therefore elevating motivation. According to Kahn (1990), employee engagement refers to the degree to which workers are mentally and emotionally involved and committed to their job responsibilities. Engagement-focused performance management systems often entail establishing explicit expectations, offering resources and assistance, and acknowledging and incentivizing contributions. According to Gallup (2013), employees that are engaged demonstrate increased productivity, greater job satisfaction, and a reduced likelihood of leaving the firm. Pulakos et al. (2015) support the utilization of 360-degree feedback, which entails collecting performance feedback from many sources such as colleagues, subordinates, and superiors. This approach offers a more thorough perspective on an employee's performance and has the potential to improve the precision and impartiality of evaluations. Nevertheless, it necessitates a sturdy structure to effectively handle the intricacies involved in gathering and merging feedback from multiple sources. Although performance management systems offer advantages, their successful implementation presents many difficulties. Lawler (2003) states that resistance to change is a

major obstacle, as employees and managers may be habituated to conventional ways and wary of new approaches. Pulakos and O'Leary (2011) emphasize the importance of continuous training and development to ensure that all individuals involved are adequately prepared to utilize performance management tools with proficiency. The management of a diversified and sizable staff also poses issues. According to Kaplan and Norton (2001), in order to align individual performance with organizational strategy, it is necessary to have a thorough comprehension of strategic goals and to facilitate efficient communication throughout all levels of the organization. It is essential to ensure uniformity and impartiality in assessments to avoid any notions of prejudice and guarantee that performance evaluation systems are regarded as valid and trustworthy. The labor-intensive nature and requirement for extensive coordination and quality control in the garment industry pose distinct problems for performance management. Abernathy et al. (1999) state that effective performance management in this industry requires the evaluation of individual performance, management of team dynamics, and maintaining efficient manufacturing processes that fulfill quality standards. Moreover, the worldwide scope of the garment business, where production is frequently distributed among several countries, introduces intricacy to performance management procedures. According to Gereffi and Frederick (2010), effectively managing performance in diverse cultural and regulatory environments necessitates flexible and culturally aware performance management systems.

To summarize, the literature emphasizes the progression of performance management and appraisal strategies from conventional to more flexible and ongoing approaches. Although traditional approaches offer a systematic framework for evaluation, current methodologies provide more flexibility and responsiveness. Efficient performance management systems are crucial for improving employee motivation, involvement, and overall organizational performance. Nevertheless, the implementation of these systems necessitates the surmounting of substantial obstacles, such as resistance to alteration, the requirement for continuous training, and the management of a heterogeneous workforce. Comprehending these aspects is essential for businesses such as Turag Garments to establish and sustain efficient performance management and appraisal systems that bolster their strategic objectives and foster long-term success in the extremely competitive garment industry.

1.3 Origin of the Study

" Before we can accomplish something, we must first learn it and we learn by doing it." It was my goal to gain knowledge and insight into performance management that inspired me to write this report. An analysis of Turag Garments' performance appraisal techniques is the subject of this report. Daffodil International University senior lecturer Mr. Alamgir Hossan oversaw my internship program. The managerial oversight of the Bangladeshi readymade garment sector is its primary area of interest.

1.4 The Study's Scope

Performance management is a process that is centered around individuals. It is the ongoing process of communication and feedback between the employer and manager to accomplish the organizational objectives. It is an essential tool for managing human resources. In this investigation, a variety of measures are proposed to enhance the performance-management & appraisal of the garment industry in the context of the pandemic.

1.5 Objective of the study

The purpose of this study report intends to analyze the current state of the garment industry in Bangladesh and present measures to improve the organization's performance management and appraisal system.

Broad Objective:

- To evaluate Turag Garments' performance management and appraisal methods and suggest ways to improve productivity and employee performance.

Specific Objectives:

- To understand the performance-management & appraisal technique of Turag garments.
- To examine the methods used in performance-management & appraisal at Turag garments.
- To offer some suggestions based on the results.

1.6 Methodology of the Study

The methodology section provides a detailed explanation of the specific procedures and strategies employed to gather, analyze, and evaluate data pertaining to the performance management and appraisal methods utilized by Turag Garments. This methodical methodology guarantees the dependability and accuracy of the results, offering thorough understanding of the current processes and their influence on the business.

1.6.1 Research design

This study used a mixed-approaches strategy that included quantitative & qualitative research techniques. By adopting this dual approach, a more thorough comprehension of the performance management and appraisal procedures at Turag Garments is achieved, encompassing both quantitative data and intricate human accounts.

1.6.2 Source of Data

Primary and secondary data sources were studied during the study's development to ensure a full analysis.

Primary Data: The study utilized direct approaches for gathering primary data, specifically through the implementation of surveys and interviews, which yielded essential firsthand information relevant to the investigation.

Secondary Data: Secondary data was gathered from a range of reputable sources, such as scholarly articles, industry analyses, and relevant publications, to offer contextual backing and strengthen the conclusions drawn from this study.

The following technique was used to gather the study's data.

Questionnaire

Quantitative data was collected by distributing structured questionnaires to employees at different levels of the firm. The surveys incorporated inquiries specifically formulated to assess:

Frequency and Quality of Feedback: Inquiries on the frequency at which employees receive feedback and their assessment of the overall quality of this feedback.

Perceived Fairness: Inquiry to evaluate employees' attitudes on the equity and openness of the performance evaluation procedure.

Impact on Engagement and Productivity: This section includes questions to assess how performance management affects worker engagement, motivation, and output.

Employee Satisfaction with Current System: Inquiries aimed at assessing the overall level of contentment among employees with the present performance management and appraisal systems.

Interviews

In-depth interviews were done with managers, HR staff, and a sample of important workers in the project. These interviews provide qualitative information with regard to:

Assessment of Current Practices: Participants' perspectives on the efficacy of the existing methods for managing and evaluating performance.

Challenges: Difficulties and barriers encountered throughout the deployment and maintenance of these systems

Improvement Suggestions: These are suggestions and ideas for making the performance management process better.

Focus Groups

Focus group conversations were arranged with heterogeneous groups of employees to investigate their experiences and viewpoints in a more participatory environment. The debates centered around:

Experiences of Employees: In-depth reports of how employees used the performance management system.

Common Concerns: Listing of problems and issues that keep coming up.

Recommendations for Enhancement: Engaging in collaborative brainstorming sessions to generate ideas for potential improvements to the system.

Document Analysis

We examined internal papers, including performance appraisal reports, policy manuals, and training materials, in order to get insight into the established official procedures and principles.

The analysis offered contextual and foundational information, which assisted in framing the results obtained from the surveys, interviews, and focus groups.

1.6.3 Sampling

Sample Size: The sample consisted of 30 employees for the survey, 5 managers for interviews, and 3 focus groups with individual participants ranging from 8 to 10.

Sampling Technique: To make sure that people from a range of departments, job levels, and tenures were included, a stratified random sampling method was used.

1.6.4 Data Analysis

Quantitative Analysis

Techniques from statistical analysis were employed to analyze survey data, such as:

Descriptive Statistics: The mode, median, and mean were used to provide an overview the data.

Inferential Statistics: The study included regression analysis and correlation to identify patterns and relationships among the variables.

Qualitative Analysis

By documenting and examining interview and focus group data, thematic analysis was used to find recurrent themes, insights, and opportunities for improvement. This necessitated:

Coding: Coding: Important themes and patterns were found in the data through analysis.

Theme Development: To simplify an in-depth analysis of the qualitative data, codes were organized into deeper concepts.

1.6.5 Ethical Considerations

The performance management and appraisal techniques of Turag Garments are analyzed in a comprehensive and systematic manner using the methodology outlined above. The objective of this study is to offer actionable recommendations and comprehensive insights to improve the effectiveness of these systems, thereby promoting the organization's growth, competitiveness, and sustainability in the global apparel industry. By combining quantitative and qualitative data, this is accomplished.

Disclosed Consent: Before participating in the study, participants were informed of its purpose and asked for their consent.

Confidentiality: Each element of details was kept confidential., & the report did not reveal the names of the people who took part.

1.8 Limitation of my Study

→ **Absence of prior research on the subject:**

As all organizations are involved, there is a dearth of research on this subject. The garments industry was entirely confined, and there were only a handful of studies conducted on this subject.

→ **Information Access:**

As a result of the sensitive nature Obtaining accurate information regarding pre-made garments was believed to be sufficient for management. Conversely, it was not feasible due to the distinct privacy obligations of the organizations that manage information.

→ **Time constraints:**

It is challenging to gather information or comprehend the circumstances of this situation during this time.

Chapter:02

Organizational overview

2.1 Historical Background of Turag Garments

In 2001, Turag Garments was founded in Dhaka, Bangladesh, signifying the commencement of its journey in the apparel manufacturing industry. The company was established by Md. Abdullah Hossain to integrate efficient production practices with quality craftsmanship to serve both local and international markets. During its initial years, Turag Garments concentrated on the development of its production capabilities and the establishment of a presence in the global apparel market. The company rapidly established a reputation for its capacity to produce high-quality garments on a large scale by investing in modern infrastructure and implementing advanced manufacturing techniques. Turag Garments expanded its product line to encompass a diverse selection of apparel categories as it garnered momentum. This strategic maneuver enabled the organization to broaden its customer base and accommodate a wide range of consumer preferences on a global scale. Turag Garments established itself as a versatile supplier that could satisfy a wide range of market demands, including casual wear, specialized sportswear, and children's apparel. Turag Garments was dedicated to upholding rigorous quality standards and complying with international labor and safety regulations throughout its expansion. To guarantee consistent product excellence, the organization implemented stringent quality control protocols and allocated resources to employee training. Turag Garments established a reputation for integrity and reliability in the industry by emphasizing ethical manufacturing practices. Technology innovations were used by Turag Garments to maximize sustainability and operating efficiency. Advanced manufacturing technologies and enterprise resource planning (ERP) systems were deployed by the firm to enhance supply chain management & optimize production processes.

Turag Garments implemented sustainability initiatives, such as the implementation of environmentally favorable production methods and initiatives to reduce environmental impact. Turag Garments is currently a prominent entity in the global apparel manufacturing industry. The company's market presence and partnerships with international brands are being bolstered by a qualified workforce, a robust infrastructure, and a dedication to sustainability and innovation. Turag Garments is committed to propelling growth utilizing innovation, broadening its product line, and preserving its reputation for ethical and high-quality practices. The history of Turag Garments is marked by an unwavering commitment to quality, creativity, and tenacity. The company's evolution from its modest beginnings in 2001 to its current status as a prominent global

supplier is a testament to its strategic foresight and adaptability in a competitive industry landscape. Turag Garments is well-positioned to maintain its position as a leader and experience sustained development in the dynamic apparel market as it continues to innovate and expand its footprint.

2.2 Board of Directors

Lt. Col. M.A. Khaleque (Retd.) -Chairman,
Hossain Bin M.A. Khaleque (Babu)- Vice Chairman,
Md. Rashedul Hasan (Shahin)- Managing Director,
Lt. Col. Khalique Ul Hassan (Retd.)-Director,
Dino Campilii- Director (Business Development).

2.3 Philosophy

By always making customers happier and more valuable, we firmly believe in management that is good for work and a long-term approach to business. We are responsible to all our esteemed colleagues throughout the complete company network, including respected buyers, hardworking employees, helpful supply partners, and ultimately all the end users of our clothing product worldwide. We firmly hold the belief that prioritizing the satisfaction of individuals is more important than prioritizing financial gain.

2.4 Vision

- To become the first choice for international buyers in the fast fashion business by providing cutting-edge products, services, and solutions. This will make our country, Bangladesh, a worldwide star.

2.5 Mission

- To provide high-quality goods by focusing on new ideas, a quality management system, and high levels of productivity.
- To do this, we need to build smart, long-term business relationships with our customers that will ensure their satisfaction and help the company grow.

2.6 Products

Our product line demonstrates versatility, with a focus on quality materials and functional designs. Catering to casual, professional, and performance needs, the use of modern fabrics (e.g., moisture-wicking and stretchable blends) also aligns with contemporary consumer preferences. Sustainable and eco-friendly options like organic cotton or recycled materials can add further appeal. Here is our Products Category list:

Products Category list	
a. T-shirt	b. Fleece items
c. Polo shirt	d. Knitted bottom
e. Ladies' tops	f. Sleepwear
g. Sweat shirt	h. Sports & Activewear
i. Jackets	j. Workwear

Table 2.1: Turag garments product category list

a. T-Shirts

Materials: Cotton, cotton-polyester blends, or organic cotton for sustainable options.

Details: Available in crew neck, V-neck, or custom designs with printing or embroidery.

Lightweight, breathable, and ideal for casual or promotional wear.

b. Fleece Items

Materials: Polyester fleece, sometimes blended with cotton for added comfort.

Details: Includes hoodies, zip-up jackets, and pullovers. Fleece items are moisture-resistant, soft, and excellent for retaining warmth in colder climates.

c. **Polo Shirts**

Materials: Pique knit cotton, polyester blends, or moisture-wicking performance fabrics.

Details: Features include ribbed collars, 2-3 button plackets, and optional embroidered logos.

Suitable for corporate uniforms, sports, or casual wear.

d. **Knitted Bottoms**

Materials: Cotton jersey, French terry, or spandex-cotton blends for stretch and comfort.

Details: Includes sweatpants, leggings, joggers, and yoga pants. Designed for flexibility and durability, ideal for activewear or loungewear.

e. **Ladies' Tops**

Materials: Rayon, viscose, chiffon, modal, or lightweight cotton blends.

Details: Ranges from casual tops to dressy blouses with trendy cuts, prints, and embellishments like lace or embroidery. Targeted at fashion-conscious women.

f. **Sleepwear**

Materials: Soft cotton, satin, flannel, or modal for breathability and comfort.

Details: Includes pajama sets, nightgowns, and robes. Focus on loose fits and gentle fabrics for maximum relaxation.

g. **Sweatshirts**

Materials: Cotton fleece, brushed polyester, or cotton-polyester blends.

Details: Features include ribbed cuffs, crew necks, or hoods. Available with graphics, prints, or plain designs for layering during cooler seasons.

h. **Sports & Activewear**

Materials: Spandex, nylon, polyester, or moisture-wicking blends like Dry-Fit.

Details: Includes gym wear, running shorts, and performance tops. Designed for flexibility, durability, and sweat management during intense activities.

i. **Jackets**

Materials: Nylon, polyester, leather, or insulated materials like down or synthetic fills.

Details: Includes windbreakers, waterproof jackets, padded coats, and parkas. Features like zippers, hoods, or thermal lining enhance functionality.

j. **Workwear**

Materials: Heavy-duty cotton, polyester blends, canvas, or denim for durability.

Details: Includes overalls, aprons, high-visibility vests, and flame-retardant uniforms.

Designed for industrial environments, with reinforcements and utility pockets.



Polo Shirts



Workwear



Ladies' Tops



Polyester Fleece

Fig 2.1: Garments product sample Image

2.7 Organogram of Turag Garments

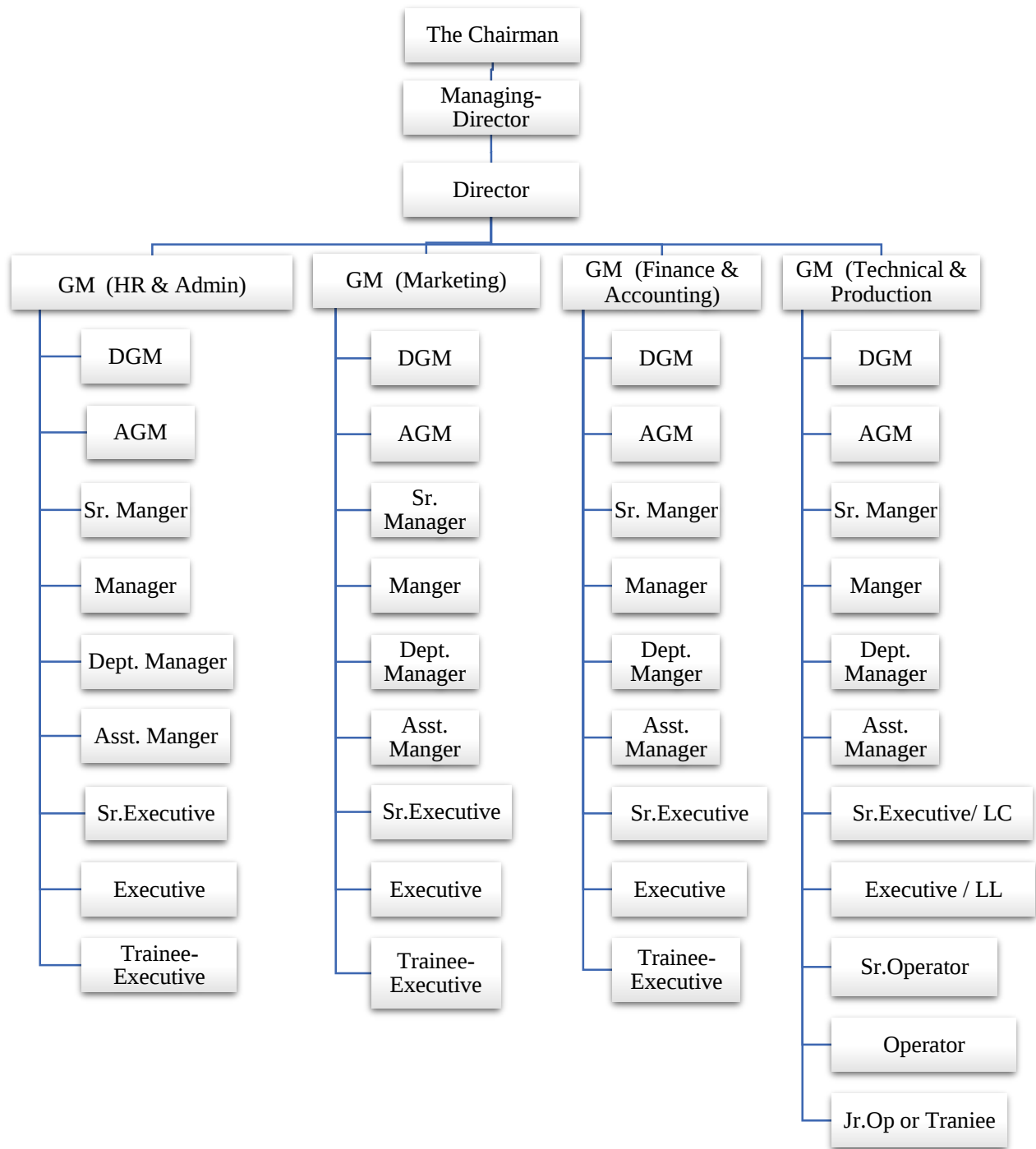


Fig 2.2: Tree organogram of Turag garments

Chapter: 03

Performance Management & Appraisal Techniques

3.1 Performance Management

Performance management is the process of establishing a work environment or setting that enables individuals to perform to the best of their ability. It entails activities and procedures that are designed to guarantee that objectives are consistently achieved in a manner that is both effective and efficient. Performance management typically encompasses the following essential components:

- **Goal Setting:** The procedure for setting clear, precise goals that align with the organization's goals. Time-bound, Relevant, Specific, Measurable, and Achievable are the acronyms for SMART.
- **Performance Planning:** The process of formulating strategies and plans to accomplish objectives. This may involve delineating the necessary resources, timelines, responsibilities, and duties.
- **Continuous Coaching and Feedback:** Offering employees ongoing support, guidance, and constructive criticism to assist them in enhancing their performance.
- **Performance Evaluation:** The assessment of workers' performance with respect to preset goals and standards
- **Employee Recognition and Rewards:** The act of acknowledging and compensating employees for their accomplishments and contributions in order to encourage and promote their continued high performance.
- **Training and Development:** The process of finding learning and development opportunities to help people become more technically proficient.
- **Performance Improvement Plans:** The implementation of corrective actions or improvement plans for employees who are not meeting performance expectations.

Performance management systems that work well try to get employees more motivated, involved, and productive while also making sure that each person's work fits with the goals of the business. Additionally, they are instrumental in cultivating an organizational culture that prioritizes continuous development and refinement.



Fig 3.1: Performance Management

Planning: Initial steps include the formulation of a performance strategy by the organization. In addition to this, it involves updating the person's role profile and developing a development plan, as well as defining smart targets for the individual to achieve work. When there is a situation involving Corona, the most important thing to do is make sure that the employees continue to keep the health protection issues while they are working.

Monitoring: When it comes to quality, Turag Garments never makes any concessions. Therefore, in order to guarantee that the manufacturing is of a high quality, they have a team of quality control personnel who are responsible for ensuring that the workers continue to maintain the quality. The immediate top-level manager that each level of employee reports to is required to receive reports from all employees at all levels. When it comes to the various work units, there are supervisors. Management is responsible for monitoring the entirety of the work process. A performance evaluation is carried out on each of the staff members.

Developing: The instruction and work assignments that an employee receives might be used to assess their performance. During this time period, it is acceptable provided they are working to better themselves and contribute to the accomplishment of the organization's objectives.

Rating: Employees may be informed that they are being filmed and that rating records that have been allocated to them will be used to assess their performance. Using this method, it is possible to identify employees who put in a lot of effort and also identify employees who are not performing their work in an appropriate manner. When they are under supervision, all of the workers are evaluated based on how well they perform their jobs and how quickly they complete everything. As well as being evaluated based on their performance and the amount of effort they put into their work, mid-level and top-level managers are evaluated.

Rewarding: When an employee is recognized for their outstanding performance, it can drive not only the owner of the reward but also the other employees to put in extra effort in order to earn the reward. Employees are eligible for promotions based on their level of work performance. As for the workers, they get compensated for the overtime that they put in because they are working.

3.2 Performance-Appraisal

An employee's performance is assessed, feedback is given, and professional growth is promoted through the systematic assessment process known as performance appraisal. It is an essential instrument for the advancement of an organization and the contentment of its employees, as it guarantees that the objectives of each individual are in accordance with the company's objectives.

- **Objective Setting:** It is imperative to establish distinct, measurable, and achievable objectives at the commencement of the appraisal period. In order to guarantee cohesion and direction, these objectives must be consistent with the overarching organizational objectives.
- **Continuous Monitoring and Feedback:** It is essential to conduct regular performance monitoring and feedback in order to promptly resolve issues and reinforce positive behaviors. This continuous dialogue assists employees in maintaining their focus and making the requisite modifications.
- **Self-Assessment:** By motivating employees to perform self-assessments, they are able to contemplate their accomplishments and areas for growth. This introspection promotes personal development and accountability.
- **Performance Evaluation:** The employee and supervisor have a formal meeting to talk about the worker's performance throughout the assessment period. This discourse encompasses accomplishments, obstacles, and advancements toward objectives.

- **Evaluation Criteria:** Performance is evaluated based on predetermined criteria, including productivity, quality of work, collaboration, and initiative. These criteria must be equitable, consistent, and pertinent to the position.
- **Feedback & Development Plan:** The provision of constructive feedback emphasizes both strengths and areas for improvement. A development plan is developed to delineate the stages necessary for professional development, such as training, mentoring, and new responsibilities.
- **Documentation:** It is imperative to record all aspects of the appraisal process, such as objectives, feedback, and development plans, for future reference. This documentation facilitates the monitoring of progress and provides information for later evaluations.
- **Follow-Up:** Periodic follow-up meetings are scheduled to evaluate progress, resolve any new concerns, and modify objectives or development strategies as required. This ongoing assistance assists employees in maintaining their motivation and concentration.

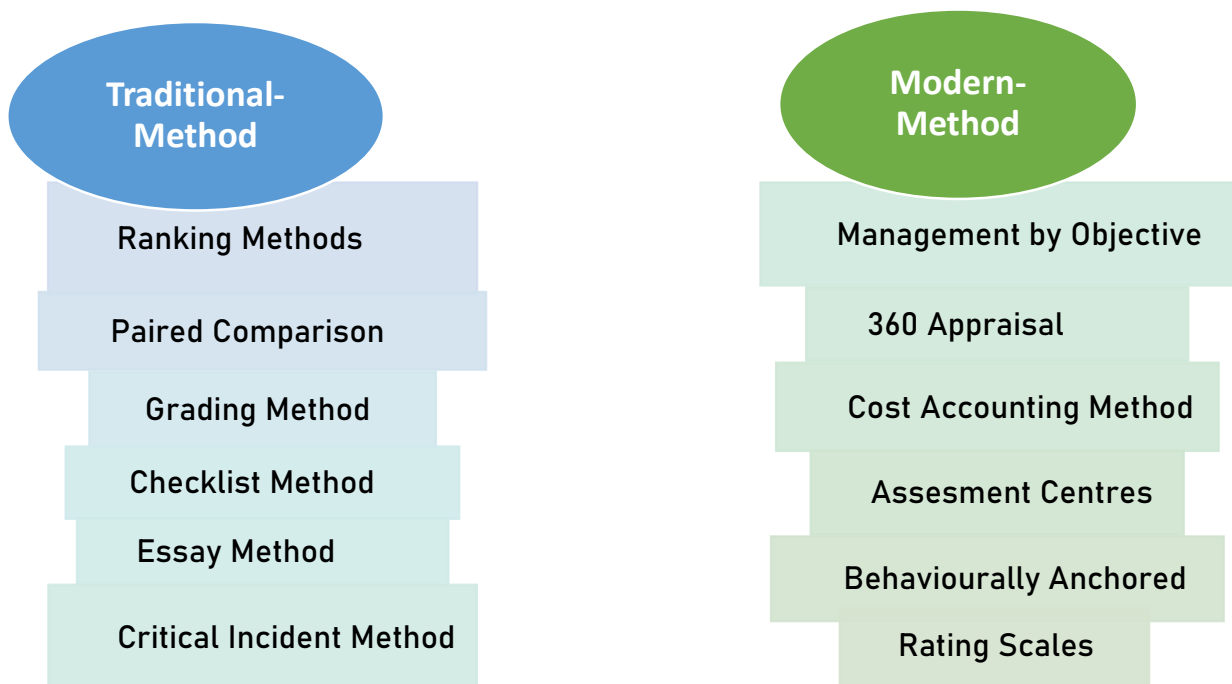


Fig 3.2: Traditional & Modern Methods of Performance Appraisal

3.3 Performance Management Vs Appraisal

Performance Management and Performance Appraisal are two distinct yet interconnected processes that organizations employ to improve employee performance and accomplish strategic

objectives. Understanding the differences between the two is crucial for putting into practice efficient human resource procedures.

Key Differences

Scope:

- Performance Management: A comprehensive and ongoing process that encompasses a variety of activities throughout the year.
- Performance Appraisal: A formal and periodic process that concentrates on specific evaluation periods.

Focus:

- Performance Management: Prioritizes continuous improvement, goal alignment, and ongoing development.
- Performance Appraisal: This assessment's main goal is to evaluate previous progress and set goals for the future.

Procedure:

- Performance Management: Consists of continuous guidance, feedback, and development planning.
- Performance Appraisal: Comprises a formal evaluation, feedback session, and performance rating.

Duration:

- Performance management is a continuous activity that occurs throughout every year
- Review of performance: It is carried out at prearranged intervals, often once a year or once every six months.

Although they serve distinct purposes and are utilized at different times, performance-management & performance-assessment are two necessary instruments for managing employee performance. Performance-management is a continuous and all-encompassing process that emphasizes encouraging continuous improvement and matching individual performance with corporate goals. On the other hand, performance-appraisal is a frequent, methodical evaluation of prior performance, offering organized feedback and establishing objectives for the future. Gaining

insight into these distinctions enables firms to develop efficient performance management systems that promote both achievement and professional development among employees.

3.4 Types of Performance management & Appraisal

Types of Performance Management

a. Traditional Performance Management:

- Review annually: Once a year, official meetings and written records are used to evaluate performance.
- Management Based on Objectives: Emphasizes the establishment and attainment of concise, quantifiable objectives within a designated timeframe.

b. Continuous Performance Management:

- Ongoing Feedback: Instead of giving feedback just once a year, feedback is given all year long.
- Regular Check-Ins: Managers and workers meet with each other often to talk about progress and problems in a casual setting.

c. 360-Degree Feedback:

- Multi-Rater Feedback: This type of feedback comes from a number of different people, such as peers, subordinates, managers, and sometimes clients.
- Full Picture: Shows the whole picture of an employee's actions and success.

Types of Performance Appraisal

a. Self-Evaluation:

- Employee Evaluation: Employees evaluate their own performance, identifying areas for improvement and strengths.
- Personal Introspection: Motivates employees to evaluate their accomplishments and establish objectives for personal growth.

b. 360-Degree Appraisal:

- Feedback from Multiple Sources: Contains input from a variety of sources, including supervisors, subordinates, clients, and colleagues.

→ Comprehensive Evaluation: Offers a comprehensive assessment of performance from a variety of viewpoints.

c. Behaviorally Anchored Rating Scales (BARS):

→ Behavior-Based Assessment: Utilizes specific behavioral examples to evaluate performance.

→ Simple Standards: Establishes unambiguous criteria for assessing various levels of performance.

3.5 Performance Management & Appraisal Techniques at Turag Garments

Turag Garments is a highly reputable company that always maintains a commitment to quality. The checklist approach is the main one used by Turag Garments. Every executive in the Human Resources office receives a printed form via email at the end of the year. The form contains information about the employees, including their names, designations, departments, reporting supervisors, job descriptions, and functional areas. It is important for executives at all levels, from Jr. Executive to Sr. General Manager, to complete the form if they require an appraisal. Once the form is completed, it should be promptly sent to the HR department via email by the specified deadline. Typically, in early January various forms sent to executive at the start of a new year. They have a maximum of 15 days to complete and submit the form. The department head receives the paperwork from the HR officials, who then forwards it to the CEO for review. The C.E.O is responsible for overseeing the entire Textiles department, following the directors. There is still a chance for a pay raise and other advantages even if he might not need an evaluation for promotion. As a result, He can be delivering his assessment form to the directors as well, as they hold the authority to approve salary increases and promotions.

The appraisal report was published after a period of two to three months. The fact that the impacts are noticeable from the beginning of the year, however, suggests that the assessment is computed starting in January. When an employee gets a raise or promotion, the HR department shows their appreciation by sending them a note of congratulations with a single rose. Getting permission every year may not be a simple task, but at Turag Garments, everyone receives an increment annually. The company deducts taxes from the salaries of those who are eligible for them. Executives do not

receive overtime pay. That's why many assistants are hesitant to pursue promotions, as they often find that the compensation for their current role surpasses that of an executive.

Phase 1: Assessment of Fulfillment

The passage highlights how a worker's obedience is influenced by internal management methods, instructions, rules, and laws, as well as the impact of passivity. The observation partition, internal management, and higher authority will supply the data in this area. Data is used to evaluate the employee.

Phase 2: Evaluation of Leadership & Capability

The assessment of a worker's leadership excellence ability is measured on a scale of 0 to 5 points, which is a critical part of the evaluation. The scales are-

Point	Leadership Ability Indicator
5	Outstanding
4	Very Good
3	Good
2	Average
1	Below Average

Table 3.1: Scales leadership ability

The assessment is conducted based on 8 qualitative standards that primarily highlight the impact of an employee's performance on the overall outcomes of the company. It is important for a worker to evaluate themselves based on specific standards, which their supervisor will also assess them on.

Phase 3: Final Rating

The outcomes from phases 1, 2, and 3 will be combined to determine the concluding rate at this phase. The appraiser will provide a percentage score based on the established base of scores.

Indicator	Percentage
Outstanding	Above 80%
Very-Good	$70\% \leq 80\%$
Good	$60\% \leq 70\%$
Average	$50\% \leq 60\%$
Below-Average	Belo 50%

Table 3.2: Final rating percentage

During self-assessment, the appraiser's rating can be determined by their comments on various issues that they believe hinder their goal achievement.

Phase 4: Suggestions by the Evaluators:

The evaluator will recommend a number of initiative actions for the evaluated employee, contingent upon the final score. Here are a few steps-

- Proposal in favor of annual raise
- Encouragement suggestion
- Recommendation for Accelerating Promotion
- Lacks promotion/needs further development
- Contemplated viable alternatives

For the purpose of ensuring that employees are effectively evaluated and developed, Turag Garments use a collection of strategies that include both formal performance appraisal methods and continuous performance management procedures. The purpose of Turag Garments is to cultivate a culture of high performance, reward achievements, and provide support for the professional development of its employees. This will be achieved by putting in place stringent evaluation procedures, goal alignment, and continuous feedback.

The utilization of these strategies helps to ensure that the personnel remains both trained and motivated, which ultimately contributes to the success of the firm.

Ratings	Recommendations
Outstanding	Yearly Increase
Very-Good	Promotion
Good	Enhanced Promotion
Average	Requirement For Growth
Below-Average	Consider for one more task

Table 3.3: Recommendation rating

The first three references listed are ideas for the positive, while the other two are suggestions for the negative. Based on the ratings, the recommendations have been made shown in the table.

Chapter: 04

Analysis and Findings

4.1 Data Analysis

Question 1: Gender.

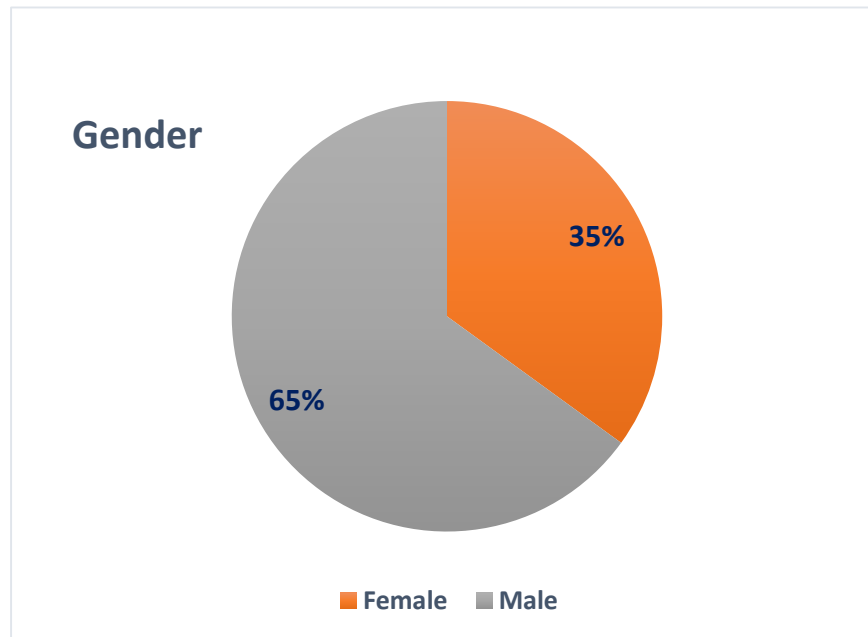


Fig 4.1: Turag garments employees gender

Explanation: The pie chart I have presented illustrates the gender distribution among employees in Turag garments. Now, let's analyze and examine the details:

Female: The orange segment occupies 35% of the chart.

Male: The grey segment represents 65% of the population.

The manager-employee interpersonal interaction is guaranteed to have a significant impact on performance appraisal techniques.

Question: 2: The method a manager and employee connect has an important impact on how performance reviews are done.

For other survey question I have selected more than two hundred employees in various sectors to collect a vast array of data for my research project.

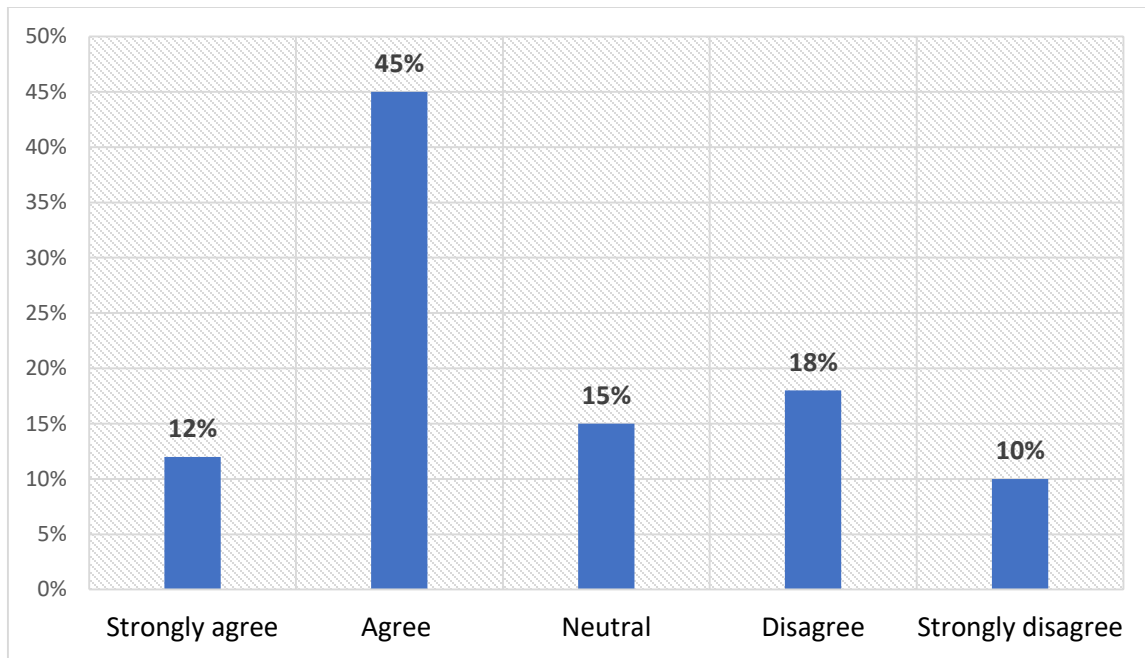


Fig 4.2: Employee feedback on performance reviews

Explanation:

Vertical Axis: The percentage of responders is shown on the vertical axis.

Horizontal Bars:

"Strongly agree": The statement is strongly agreed with by about 45% of responders.

" Agree ": About 18% say they agree.

"Neutral": This category includes 15%.

"Disagree": About 12% don't agree.

“Strongly disagree”: Approximately 10% strongly disagree.

Overall Finding:

Most respondents indicate that performance management is positively impacted by the interpersonal ties between managers and employees (see "AGREE" category).

Question 3: An effective performance evaluation requires a balanced communication system.

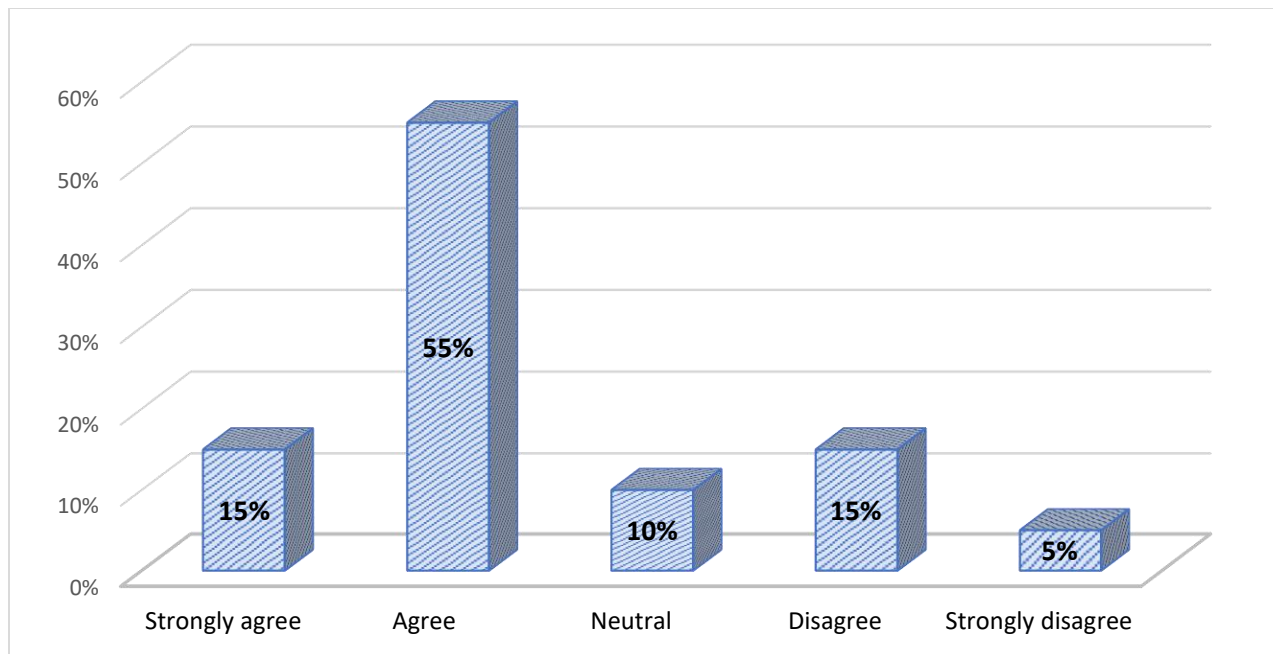


Fig 4.3: Employee feedback on communication

Explanation: To put it simply, a fair communication mechanism is necessary for effective performance reviews. It suggests the following:

- **Clear Expectations:** Employees need to be aware of their responsibilities. When the regulations are unambiguous, people think the system is fair.
- **Tie to Roles:** Performance evaluations must to be closely related to job requirements. It's not only about giving staff feedback; it's also about fostering their development.
- **Feedback Matters:** Evaluations aid in performance assessment and development planning. Positive criticism is crucial.

Question 4: Giving workers constructive criticism on their finished job might help them perform better.

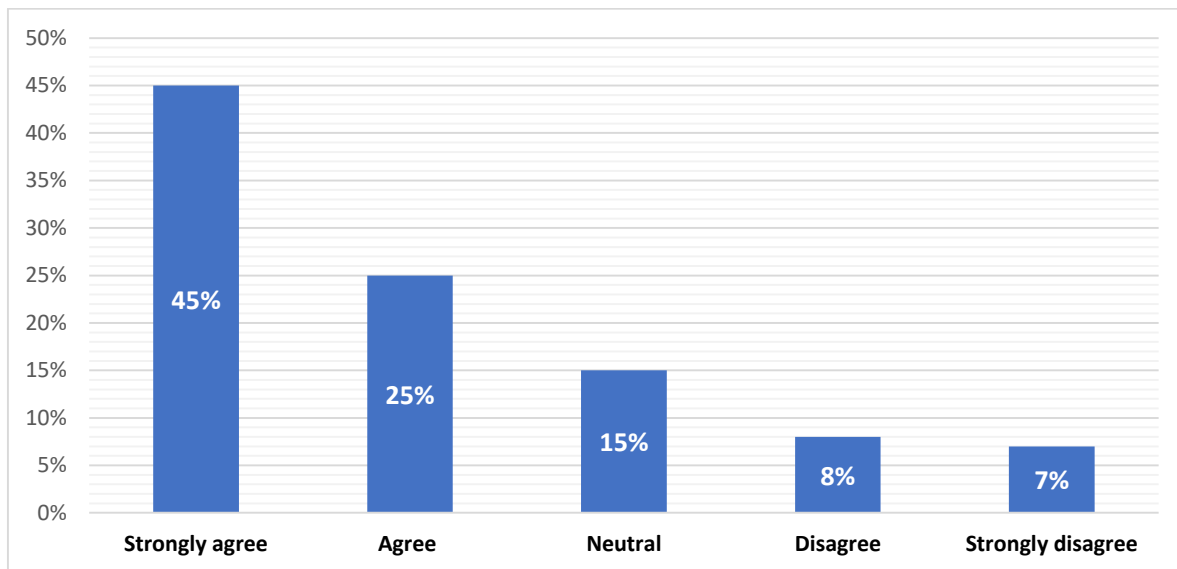


Fig 4.4: Employee feedback on improving performance.

Explanation: The graph shows how workers feel about how useful feedback is for enhancing productivity on the job. These are the main points:

- About 44% of workers "STRONGLY AGREE" that getting the right comments helps them do their jobs better.
- As we move from "STRONGLY DISAGREE" to "NEUTRAL" and "DISAGREE," the number goes down until it reaches about 7%.

The data explores feedback in improving job performance. The high agreement rate (strongly agree and agree combined) suggests that most workers acknowledge feedback as essential for job performance.

Feedback Quality: Organizations should ensure feedback is constructive, specific, and actionable, as ineffective feedback might contribute to the small percentage of negative or neutral responses.

Question 5: Employee involvement has the potential to increase organizational effectiveness and support the creation of effective performance evaluation methods.

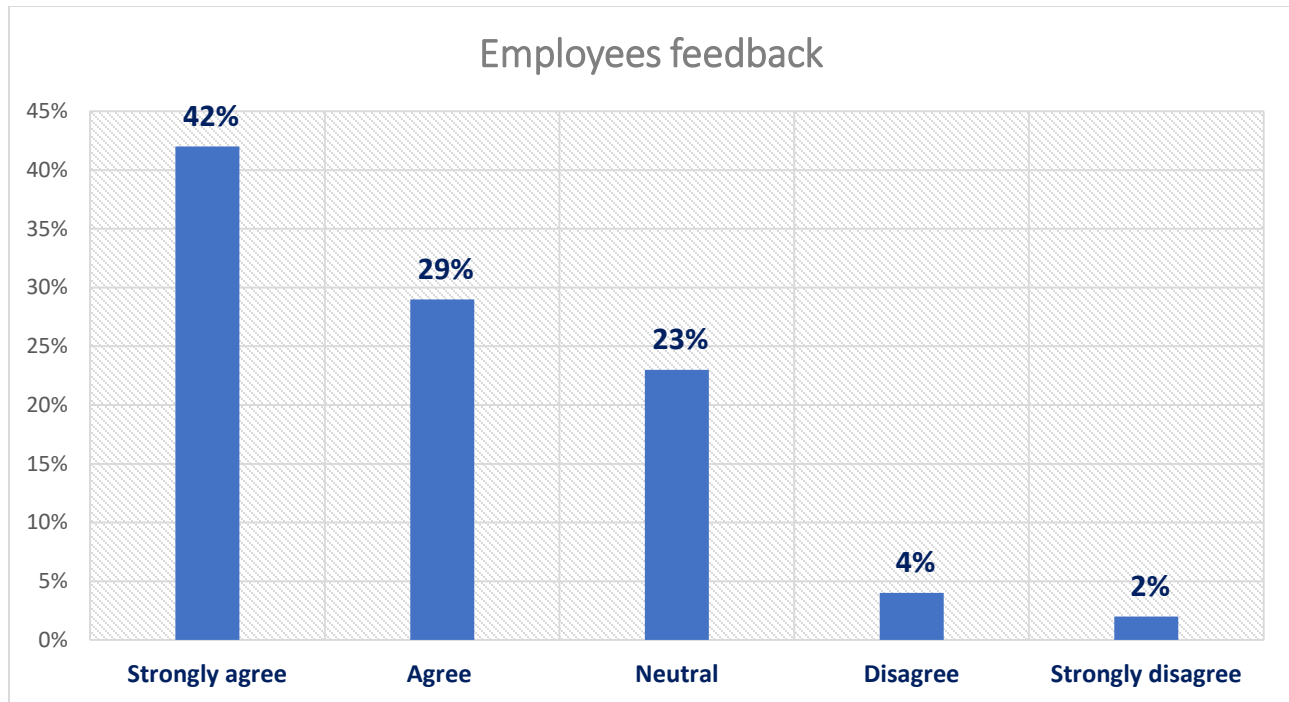


Fig 4.5: Employee feedback on appraisal techniques.

Explanation:

The chart illustrates responses to a statement or inquiry concerning employee participation and its influence on the development of effective performance appraisal techniques. Based on the statistics, we may deduce the following:

- Strongly Agree (42%): A sizable percentage of participants strongly concur that employee involvement improves performance evaluation methods.
- Agree (29%): This assertion is supported by the agreement of a sizable additional group, which supports the notion that employee participation improves appraisal procedures.
- Neutral (23%): A substantial portion of the population is indifferent to the idea, neither entirely supporting nor opposing it.
- Disagree (4%): Employee engagement in performance reviews is supported by a modest percentage of respondents.

→ Strongly Disagree (2%): The smallest percentage of respondents strongly disagree, indicating that very few think employee involvement is harmful.

There is general agreement (71%) about the advantages of employee participation, with most respondents expressing agreement or strong agreement. This is a helpful tip for companies trying to improve their evaluation procedures.

Question 6: An organization's growth could be aided by encouraging promotion decisions.

Encouraging promotion decisions can aid an organization's growth by fostering employee motivation, improving retention, and enhancing overall performance. The outcome in percentage depends on how employees feel about the promotion policies in the organization.

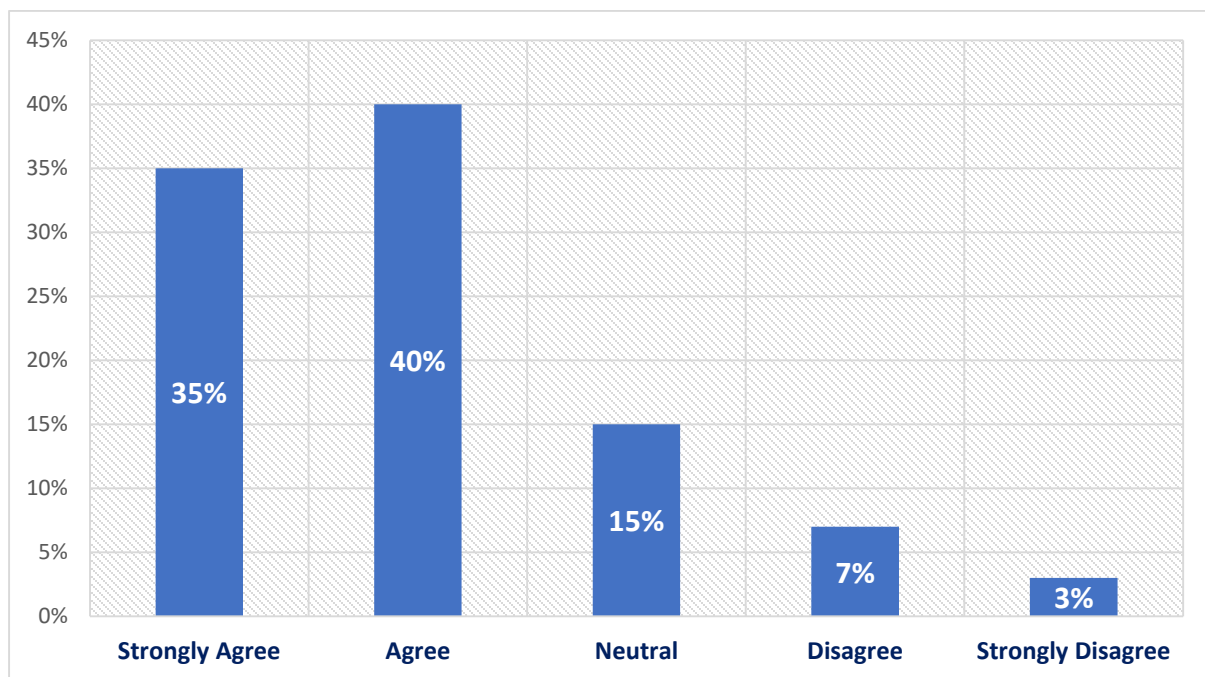


Fig 4.6: Employee feedback on promotion decisions.

Explanation:

The chart shows the feedback of employees on the impact of facilitating promotion decisions on organizational development. Most employees (75%) recognize the value of promotion

opportunities but a smaller percentage may feel neutral or dissatisfied (10%) due to perceived biases or lack of opportunities.

Question 7: Employee performance may be affected by modifications in compensation that are determined by performance appraisals.

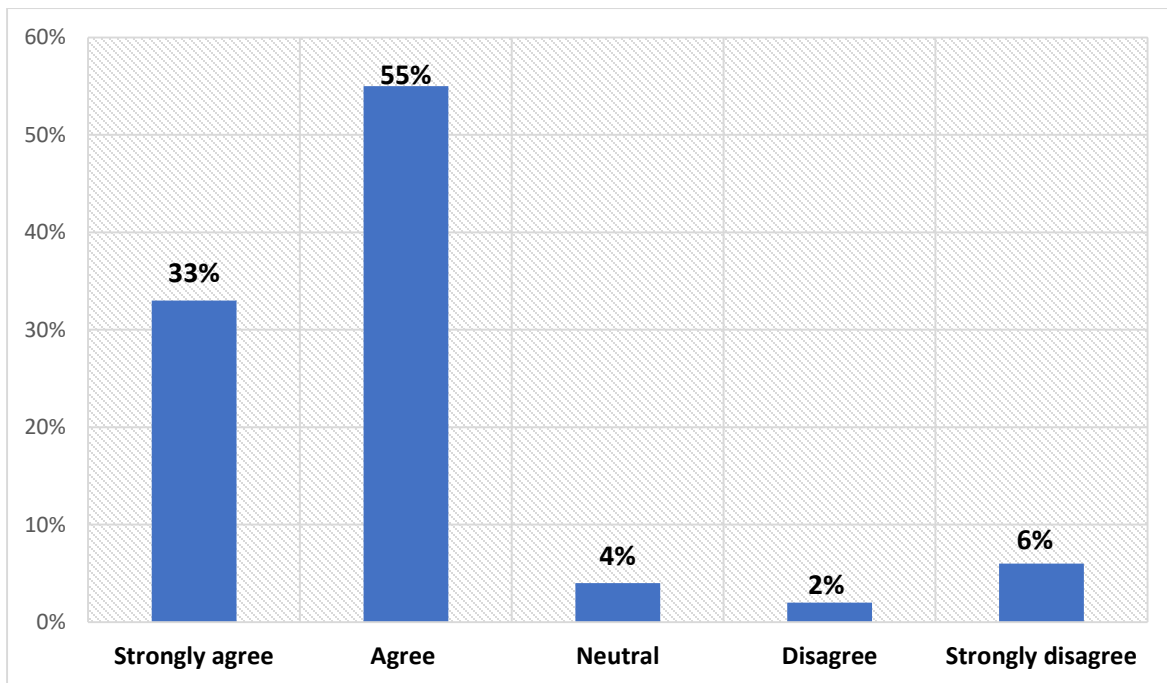


Fig 4.7: Employee feedback on compensation changes.

Explanation: Respondents (88% combined for 'Strongly agree' and 'Agree') recognize that compensation changes can have an impact on employee performance.

Question 8: Your leadership abilities have improved as a result of the performance evaluation procedures.

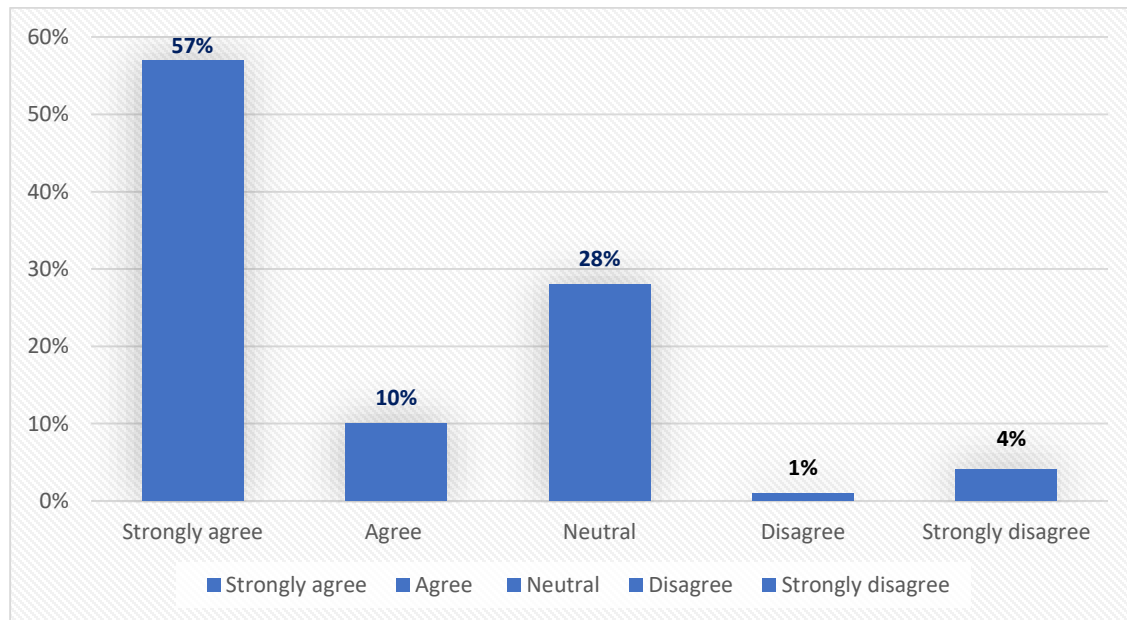


Fig 4.8: Employee feedback on leadership abilities

Explanation:

This chart illustrates the impact of performance appraisal techniques on respondents' leadership skills, as perceived by them.

A significant majority (67%) of individuals express a positive view regarding the impact of these techniques on their leadership abilities.

The "Other" category on the left chart is broken out in further depth in the chart on the right.

According to the data, a small percentage (4% + 1% = 5%) holds a different opinion regarding the positive impact of performance appraisal techniques on leadership skills.

Question 9: The performance appraisal procedures applied at Turag Garments are highly effective in identifying areas for employee growth and development.

The appraisal systems are ineffective or employees feel the feedback doesn't lead to meaningful change, negative responses could increase to 20-30%. On the other hand, in well-managed organizations with effective appraisal systems, positive responses might exceed 80%.

Effectiveness of Performance Appraisal Procedures	
Given options	Feedback %
Strongly agree	30%
Agree	45%
Neutral	15%
Disagree	10%
Strongly disagree	3%

Table 4.1: Feedback percentage of appraisal processes

Explanation: Turag Garments has a strong culture of feedback, transparent appraisal processes, and robust growth opportunities, **positive responses (Strongly Agree + Agree)** could realistically be 70% or higher.

A 15% neutral rate is plausible if some employees are unsure about the appraisal system's impact or haven't directly benefited from it.

Negative Responses: 15% combined Disagree/Strongly Disagree rate could be realistic if there are concerns about biases, lack of follow-up actions after appraisals, or unclear appraisal criteria.

Question 10: Self-assessment is a component of the evaluation procedure in the performance appraisal system at Turag Garments.

This question evaluates how employees perceive the inclusion of self-assessment in the performance appraisal process. A potential outcome in percentages might look like this:

Effectiveness of Performance Appraisal Procedures	
Given options	Feedback %
Strongly agree	20%
Agree	30%
Neutral	23.3%
Disagree	18%
Strongly disagree	8.6%

Table 4.2: Employee feedback on Self-assessment

Explanation:

Self-assessment is a necessary component of the appraisal process, according to the majority of respondents (50%) who agreed or strongly agreed. Approximately 23.3% of the total represents a neutral stance, suggesting a combination of different opinions or a lack of comprehensive understanding. The data reveals that a mere 26.6% express disagreement or strong disagreement, indicating that the majority hold the belief that self-assessment is indeed incorporated into the evaluation process.

4.2 SWOT Analysis

A useful technique for evaluating a company's internal and external elements is the SWOT analysis, enabling a comprehensive understanding of its strengths, weaknesses, opportunities, and trends. Technically speaking, a SWOT analysis is a useful technique that helps businesses assess how internal and external factors affect a shared vision or particular objective. Assessing a business's capacity to execute a strategy or achieve a feasible goal is a common practice.

Strength

- **Established Reputation:** Turag Garments, which was established in 2001, has established a strong reputation in the global apparel industry for its reliable delivery and quality craftsmanship.
 - **Diverse Product Range:** The company provides a diverse selection of products, including casual wear, specialized sportswear, and children's clothing, to meet the needs of a broad range of customers.
 - **Advancements in Infrastructure:** The efficacy of production and the quality of the product are improved through the investment in modern infrastructure and advanced manufacturing techniques.
 - **Quality Commitment:** Strict quality control procedures and conformity to global labor and safety norms guarantee premium goods and moral production methods.
 - **Skilled Workforce:** The maintenance of high production standards and the promotion of innovation are both facilitated by a workforce that is well-trained and skilled.
- Sustainability Initiatives: The implementation of environmentally favorable production methods and initiatives to reduce environmental impact serve as indicators of sustainability.

Weaknesses

- **Dependence on Key Markets:** The company may be susceptible to market fluctuations and economic downturns in certain key markets due to its heavy reliance on them.
- **Complex Supply Chain:** The management of a complex supply chain, which includes multiple suppliers and production sites, can result in increased operational risks and logistical challenges.
- **Employee Turnover:** High rates of staff turnover can affect overall productivity by raising the cost of hiring and training new employees.
- **Resistance to Change:** The implementation of effective systems may be impeded by the resistance of employees and administrators to new performance management and appraisal techniques.
- **Limited Technological Adoption:** Although certain technological advancements have been incorporated, there may still be areas where additional technological adoption could enhance innovation and efficiency.

Opportunity

- **Expanding into New Markets:** By expanding the customer base and exploring new geographical markets, growth can be stimulated, and dependence on existing markets can be reduced.
- **Product Innovation:** By creating new product lines and integrating the most recent fashion trends and technologies, it is possible to both attract new customers and maintain existing ones.
- **Collaborations and Partnerships:** Establishing strategic partnerships with international brands and merchants can expand market presence and generate new business prospects.
- **Digital Transformation:** The adoption of e-commerce platforms and digital technologies can enhance consumer engagement, streamline operations, and increase sales.
- **Increased Training Programs:** Investing in staff learning & growth initiatives may improve abilities, boost morale, & lower attrition rates.
- **Leadership in Sustainability:** By promoting sustainability initiatives, brands can attract environmentally conscious consumers and investors and improve their reputation.

Threats

- **Competition in the market:** The profitability and market share of apparel manufacturers can be influenced by the intense competition from both domestic and international manufacturers.
- **Economic instability:** The demand for products, pricing, and costs can be affected by fluctuations in currency exchange rates and economic downturns.

Supply Chain Disruptions: Supply chain interruptions brought on by unforeseen circumstances, natural catastrophes, or unstable political environments may affect production and delivery timetables.
- **Regulatory Changes:** Operations can be impacted and compliance costs can increase as a result of changes in international trade policies, tariffs, and labor regulations.

- **Technological Disruption:** If the organization fails to adapt to the rapid advancements in technology and the increasing prevalence of automation and AI in manufacturing, it may encounter obstacles.
- **Consumer Preferences:** The continuous investment in new processes and the adaptation to shifts in consumer preferences toward sustainable and ethically produced apparel may be necessary.

This SWOT analysis provides a comprehensive overview of Turag Garments' internal strengths and weaknesses as well as external opportunities and threats, which aids in strategic planning and decision-making.

4.3 Findings

1. **Effective Communication:** A equitable communication system is essential for the successful evaluation of performance. Setting expectations and providing feedback are facilitated by consistent and unambiguous communication, which in turn improves the performance appraisal process.
2. **Interpersonal Interaction:** The performance appraisal techniques are significantly influenced by the manager-employee interpersonal interaction. Accurate assessments and improved comprehension are facilitated by constructive interactions.
3. **Performance Improvement:** The provision of appropriate feedback on completed work is facilitated by feedback mechanisms. Employees who get constructive criticism are better able to see their areas of strength and growth.
4. **Employee Engagement:** The development of efficient assessment methods and increased organizational efficiency are two benefits of employee engagement in the performance review process. Their commitment and satisfaction are enhanced by their participation in the process.
5. **Promotion Decisions:** Organizational development is promoted by promoting decisions that are based on performance appraisals. It encourages employees to enhance their performance and ensure that their objectives are in accordance with the organization's objectives.
6. **Performance and Compensation:** Employee motivation and performance are affected by changes in compensation that are dependent on performance appraisals. It is imperative to

establish a compensation system that is both equitable and transparent in order to sustain high performance levels.

7. **Leadership Development:** Employees' leadership capabilities have been enhanced through the implementation of performance appraisal methodologies. Organizational success is significantly enhanced by the identification and cultivation of leadership abilities.
8. **Continuous Improvement:** Turag Garments prioritizes continuous improvement within its performance management system. A culture of ongoing development and excellence is fostered through regular performance appraisals and feedback sessions.
9. **Training and Development:** The implementation of effective performance management systems clearly demonstrates the need for continual training and development. The system's success is contingent upon the comprehensive training of all employees in appraisal techniques.
10. **Implementation Obstacles:** Performance management and appraisal systems are not without their obstacles, including resistance to change and the administration of a diverse workforce, despite the advantages. These issues need to be resolved if the systems are to function effectively.

Findings like this show how important it is for Turag Garments' performance management and appraisal process to include communication, feedback, employee participation, and constant growth.

Chapter: 05

Recommendations & Conclusion

5.1 Recommendations

The following recommendations come from the analysis of performance management and appraisal techniques at Turag Garments:

- **Improve Communication Channels:** Establish transparent and unobstructed communication channels between employees and management. Ensure employees are consistently informed about the organization's objectives and performance expectations to improve clarity and alignment.
- **Enhance Interpersonal Skills Training:** Conduct training sessions for managers to enhance their interactions with employees by focusing on the development of effective interpersonal skills. This will facilitate the development of trust and a more comprehensive comprehension throughout the appraisal process.
- **Structured Feedback Systems:** Establish a structured feedback system that guarantees constructive and timely feedback. Employees will gain a better understanding of their performance and areas for development through consistent feedback sessions.
- **Boost Employee Engagement:** Encourage employees to participate in the establishment of performance objectives and the evaluation process. This participatory approach will enhance their satisfaction and commitment to the system.
- **Connect Promotions to Performance:** Establish a clear connection between performance appraisals and career advancement opportunities or promotions. This will encourage employees to enhance their performance and ensure that their endeavors are following the organization's objectives.
- **Ensure Fair and Transparent Compensation:** Implement a transparent and equitable compensation system that recognizes exceptional performance. Consistently evaluate and modify compensation policies to preserve competitiveness and equity.
- **Emphasize Leadership Development:** Develop initiatives that prioritize the cultivation of leadership capabilities among personnel. Targeted training and development initiatives are implemented to motivate and assist prospective leaders.
- **Promote Continuous Improvement:** Make it a culture to continuously improve by regularly reviewing and updating performance management procedures. Motivate

employees to submit suggestions for enhancements to the appraisal system and provide feedback.

- **Invest in Professional Development and Training:** Conduct regular evaluations of professional development opportunities and training requirements. Make certain that both managers and employees are adequately instructed in the principles and best practices of performance appraisal.
- **Address Implementation Challenges:** Identify & address challenges related to performance management system deployment., including the administration of a diverse workforce and resistance to change. Offer assistance and resources to surmount these challenges and guarantee the system's efficiency.

By putting these suggestions into practice, Turag Garments may better its performance-management and assessment procedures, which will boost employee performance, happiness, and overall organizational success.

5.2 Conclusion

The human resources (HR) department is the backbone of an organization, and effective HR planning is essential to achieving goals. Employees are a key resource, and retaining skilled staff requires motivation, appraisals, and competitive pay under strong management. This investigation examines how performance management systems enhance employee performance, provide feedback, and boost engagement. Findings reveal the current system at Turag Garments lacks sufficient motivation and accurate evaluation. Employees often feel their efforts are not adequately recognized, leading to disengagement. Effective strategies include fostering positive employee-manager relationships, promoting engagement, and offering constructive feedback. Turag Garments can benefit from clear performance criteria, regular appraisals, and improved communication, which can boost morale and productivity. A robust framework addressing training needs, motivation, cost, and accuracy while comparing performance rating techniques can be implemented. Organizational success will be improved by including Turag Garments staff members in goal-setting and offering helpful criticism through evaluations, improve employee satisfaction, and ensure the company's efforts to support its workforce are recognized.

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Appendix

Survey Questionnaire

This questionnaire is being visualized to produce a report for the internship. Add value to the report. With your help, a graphical collection of data will be obtained, which will be very helpful for the study that will shortly be created.

Question 1: Gender

- ☐ Male
- ☐ Female

Question 2: The method a manager and employee connect has an important impact on how performance reviews are done.

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Question 3: An effective performance evaluation requires a balanced communication system.

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Question 4: Giving workers constructive criticism on their finished job might help them perform better.

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Question 5: Employee involvement has the potential to increase organizational effectiveness & support the creation of effective performance evaluation methods.

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral

Question 6: An organization's growth could be aided by encouraging promotion decisions.

- ☐ Strongly disagree
- ☐ Strongly agree
- ☐ Neutral
- ☐ Disagree
- ☐ Agree

Question 7: Employee performance may be affected by modifications in compensation that are determined by performance appraisals.

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Question 8: Your leadership abilities have improved as a result of the performance evaluation procedures.

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Question 9: The performance appraisal procedures applied at Turag Garments are highly effective in identifying areas for employee growth and development.

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Question 10: Self-assessment is a component of the evaluation procedure in the performance appraisal system at Turag Garments.

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree