



**Internship Report on
“An Analysis of Employees performance Appraisal
techniques of Khan Accessories and packaging
Company Limited”**

Submitted To
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Letter of Transmittal

30th October, 2023

To

Md. Alamgir Hossan

Assistant Professor

Department of Business Administration

Faculty of Business & Entrepreneurship

Subject: Submission of Internship Report

Dear Sir,

It brings me great pleasure to present my internship report on “An analysis of Employees performance Appraisal Techniques of KAPCO”. I tried my best to complete this report correctly by following the directions you and the appropriate organization provided.

The internship, in my opinion, considerably increased both my previous experience and theoretical knowledge. I am expected to reply to any questions that may arise while this notification is being reviewed. I genuinely hope you would accept and appreciate me for my declaration and promise.

Sincerely Yours



.....
Md. Abdur Rahman

ID: 201-11-956

Program: BBA

Department of Business Administration

Declaration

I hereby declare that the internship report titled “An analysis of Employees performance Appraisal Techniques of KAPCO” was written under the supervision of Md. Alamgir Hossan, Assistant Professor, Department of Business Administration, Faculty of Business & Entrepreneurship, Daffodil International University.

I further confirm that the given report is completely unique and that no piece of it has ever been submitted to any institution or organization for any degree or other reason.



.....

Md. Abdur Rahaman

ID: 201-11-956

Program: BBA

Department of Business Administration

Certificate Approval

This is to verify that Md. Abdur Rahman, ID: 201-11-956, a student in Daffodil International University's BBA program, has completed the internship report on my supervision, which is titled "**An analysis of Employees performance Appraisal Techniques of KAPCO.**" With "Khan Accessories and Packaging Company Limited," he received an internship. He put a lot of work into preparing this report, and I'm delighted to announce that he was able to provide a positive picture of the organization in question. The study seems to have accurate facts and conclusions.

I wish for every success in his life.



.....
Md. Alamgir Hossan
Assistant Professor
Department of Business Administration
Daffodil International University

Acknowledgement

First and foremost, I want to thank The Almighty Allah for allowing me to successfully complete the report “An analysis Employees performance Appraisal Techniques of KAPCO”. Next to my parents I want to thank because without their inspiration I cannot go in this stage and my future dream. And a single person cannot do the entire task on their own. I am grateful to a lot of people for their helpful ideas, suggestions, direction, and cooperation. I also thanks to my department supervisor in KAPCO. I would like to express my heartfelt appreciation to everyone who assisted me in writing this Report.

I am grateful to Daffodil International University's, Department of Business Administration for providing me with this chance to become acquainted with the actual business world. I'd like to thank my academic supervisor, Md. Alamgir Hossan, Assistant Professor, for supervising, instructing, and directing me while I completed my internship report.

Executive Summary

I have worked as an intern in the **Khan Accessories and Packaging Company Limited**. Also I have worked in the HR department. I have prepared this internship report fully based on my practical experience & theoretical knowledge. Introductory part has been included background of the study, scope of the report, objective of the report and Problem statement, Methodology of the study, limitations of the study .Organizational part: In this part I have discussed the corporate profile . I have also included the vision, mission, KAPCO Hierarchy, product & service of this organization, Main Components of KAPCO, Organization Benefits, The Division/ Department/ Unit Name, Other Departments of KAPCO, Department Structure and Manpower, Departmental Practices of KAPCO. Performance Appraisal Techniques part: Performance definition, Performance Management definition, Performance Appraisal definition, Difference between Performance Management and Performance Appraisal. Aims of Performance Appraisal Techniques, Methods of performance Appraisal Techniques, Performance Appraisal Techniques followed by KAPCO. Performance Appraisal form, Tasks and Duties Performed Accomplished at HR Administration, Working Environment, Facilities and constraints faced, Lessons learn from the internship. Data Analysis part: 2 Demographic and 10 likert scale questionnaire Data Analysis, SWOT Analysis, Findings of the study: 1. Interpersonal relationship between manager and employees, 2. Effective Communication system, 3. Proper Feedback, 4. Employee Participation, 5. Facilitate Promotion, 6. Employee's competency gaps, Assessing Compensation Changes, 8. To promote mentoring and coaching, 9. Identifying workers with great potential, 10. Essential training necessities, 11. Superior Performance Inspiration, Recommendations & conclusion part: 10 Recommendations, conclusion and references, Appendix: 12 questionnaire are discuss.

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Chapter - 01

Introduction

1.1 Introduction

Performance evaluation, performance assessment, performance measurement, and employee reviews have all been used interchangeably with performance appraisal. Staff assessment, personnel evaluation, staff review, and service score, etc. The evolution of performance evaluation has four separate stages. TEAM stands for Technical, The method of Extended, Appraisal, and Maintenance. Evaluating performance involves looking back at previous work. Honoring prior achievements and establishing future objectives employee growth and performance. The method for employee appraisals might be seen as one of the measures of human resource quality Organizational management. Suitably crafted and the actualized employee assessment process is not just the essential foundation for effective employee performance management, but moreover offers useful data for additional responsibilities of human resource management. The significance of Performance Appraisal lies in its ability to facilitate employee training and development decisions, validate the selection process, and provide performance feedback. Promotions and Transfers, Decisions Regarding Layoffs, Remuneration Decisions, Career, and Human Resource Planning (HRP) growth and the development of interpersonal relationships. Certain methods that were once employed are no longer in use. Such as rating, significant moment, and narrative in the present papers. Throughout the working day, a lot of fresh advancement. It has been recommended to use roadways for performance evaluation. Approach such as MBO, BARS, Assessment Centers, and Human Resource Accounting: 360- and 720-degree programs. The most widely used management strategy nowadays is to maximize employee performance and leverage their knowledge and abilities to forward company objectives. An employee's work performance is recorded and assessed through a performance assessment (PA), also known as a performance review, performance evaluation, (career) development conversation, or employee appraisal. Performance appraisals, which are a component of career development, involve routine evaluations of employees' work performance in businesses. It is a process that continuously detects, assesses, and improves staff performance inside the organization. Each person has a unique set of skills and attitudes. When two different persons work on the same task, there will always be some variation in the quality and output. Therefore, performance management and performance assessment are essential to comprehending each employee's skills, knowledge, and value to the company. KAPCO has a long history in the RMG sector of Bangladesh, having been formed in 1989 and running a successful company for over 33 years. They provide one

of their most complete selections of packaging goods, services, and garment trimmings. All of the international quality requirements are met by their goods. These are a 100% export-focused manufacturer of garment trimmings and packaging and are situated in Tongi BSCIC Industries Estate, Gazipur, and the most significant RMG center close to the capital. They are dedicated to protecting the environment; hence they have a biologically Effluent Treatment Plant. Our ability to create products and facilities that best meet the needs of their cherished customers has been made possible by their significant industry expertise. Additionally, they provide lower pricing, quicker lead times, and tailored service to meet the needs of a sophisticated RMG supply chain. In order to ensure prompt delivery and the quickest response to their satisfied consumers from the moment of order placement to delivery and beyond, each of their goods has a specialized IP (Integrated Planning) a group that serves as a connection among their client relations and production. Due to this company's considerable industry expertise, they have been able to learn new skills and develop goods and services that perfectly fit its valued customers. They provide flexibility, competitiveness, and shorter lead times to satisfy RMG Industry's needs. They specialize that we work closely with our customers to understand their needs, create services appropriately, and link them as a major supply partner, assisting them in accomplishing their vision. Their staff is made up of a lot of young, dynamic, and brilliant future leaders. Performance evaluation methodologies have evolved into the foundation of every firm, but especially in highly competitive sectors like the accessories and packaging industry, the RMG sector, etc.

1.2 Literature Review

The productivity of the company is greatly dependent on performance appraisal techniques. It's an important part of the modern management tool that aids in evaluating employee performance in order to meet corporate objectives (Cardy, 2004). Given that it is the primary method for completing tasks, it is seen as a weak point in the management of human resources (Pulakos, 2009). Because of this, supervisors should prioritize guaranteeing performance management (LAWLER, 2009). KAPCO has a structured procedure for their methods of performance evaluation. They retain records of each employee's performance, and based on them, they may determine if a performer's performance is satisfactory or not. If an employee's performance is satisfactory, they are given promotions, transfers, rewards, bonuses, and other benefits. If an employee's performance is not satisfactory, management must decide whether to keep them in the hopes of advancement or fire them. At work, interpersonal connections refer to the regular

interactions between coworkers, supervisors, and staff. Because this circumstance promotes workplace happiness, it is important to strengthen and step up relationships between coworkers and subordinates. Employee performance and satisfaction may increase as a result of the manager-employee connection (Mustapha, 2013). At KAPCO, the interpersonal relationships between managers and staff are excellent. This promotes greater cooperation, which enhances employee attitudes like job satisfaction, dedication to the task, engagement, and perceived organizational support. Organizations that adequately communicate performance criteria often have two purposes, according to Francis (1989) (De Ridder, 2003). The initial objective should be to educate the staff on their responsibilities as well as the organization's policies and other matters. The second objective is to foster a sense of community among managers and staff. Fairly speaking, high-performance techniques, systems, and behaviors all revolve around communication. Any successful change and development must include a communication plan, according to Ricardo (2001). They adhere to a set of criteria when evaluating employee performance so that they can quickly determine where they need to make improvements. A frequent occurrence in many organizations is the absence of continuous input from the performance appraisal techniques to match with organizational changes. Newstrom (2011) asserts that despite its limitations, the study clearly demonstrated the necessity for employees to provide feedback often in order to keep up with global trends that are increasing customer responsiveness in business. This includes things like a lack of a consistent feedback system, a lack of performance management training, a lack of resources in companies, system misuse, and a lack of rewards (Robbins, 2007). Encouragement of employees' open comments and thoughts is a terrific strategy to enhance performance is by promoting their frank comments and viewpoints. Employees frequently receive unfavorable comments from KAPCO managers. The manager then calls a meeting or a consultation hour for counseling and to inspire the employees. Employee involvement was linked to greater work satisfaction, according to research by Parker et al. Employee involvement that has an impact on both their performance and the success of the organization (Glew et al., 1995). In order to increase workers' sense of involvement in their job, task-related practices are combined to form employee participation (Bhatti & Nawab 2011). Employees are intrinsically engaged in doing a good job at work, and they will be more attached and devoted to a workplace if their superiors appreciate their input when making choices that have an impact on the nature of work, according to Northouse (2004). All decisions at KAPCO are made by the senior management. improved levels of organizational loyalty, fewer employee turnover, and improved staff productivity are all

benefits of employee engagement in decision-making, however these impacts can vary depending on the type of participation.

Overall, there is a connection between organizational productivity, employee engagement, performance evaluation, and these elements that are in charge of the company's efficient performance management.

1.3 Background of the study

A student's opportunity to work realistically is an internship. It is an organization's offer for you to gain job experience. It's a fantastic chance to explore your job options, grow it, and pick up new abilities. Applying learned skills in a genuine working context is a key component. It gives the business the chance to infuse fresh energy and ideas into workplace development and even create a path for future full-time workers. A detailed report must be submitted to the organization and the academic adviser in order for the internship to be successful. I worked with workers throughout the duration of my internship and acquired knowledge of an array of tasks, such as pay statements, enrollment, hiring expertise, increment statements, as to set up a recruiting period, how to keep track of the interview, and how to schedule a meeting for guests. My boss at work is really cooperative. I received assistance from other workers and had the opportunity to survey them in order to improve the results for my study topic. I performed my internship job in the HR division. "An Analysis of the Performance Management System of KAPCO" is the title of my project. A performance management system is a component of an organization's HR procedures. Performance management requires precise techniques for gauging and tracking employee performance. Performance reviews provide employees with targets and goals to help them perform better in the future while allowing management to accurately evaluate performance. The primary goal of this study is to assess the present performance evaluation systems used by Khan Accessories and Packaging Company Limited as well as the difficulties faced by the HR manager with keeping a system for performance management inside the company.

I have a fantastic opportunity to get in-depth information about this subject and the business.

1.4 Scope of the Report

Throughout the organization, its scope is constrained. I'll make an effort to discuss every practical activity I'm learning about. Different departments are focusing on various problems. It gives me a comprehensive insight of human resources operations and difficulties. This document will be created. Based on the departments' experiences with where I will be working. I can observe how staff members cope with pressure while working. I also saw team leaders at work and learned how important a role they play in daily operations and how they share their work with the staff.

I wasn't able to get adequate information and specifics with the superior and staff through my shift.

1.5 Objectives of the Report

The report's goal was to compile useful information and fulfill parts portions of the BBA program's criteria. The curriculum for the Bachelor of Business Administration (BBA) degree combines theory and practice. However, throughout the course of the internship, we are required to investigate an issue and, in light of the results, suggest some workable remedies.

Board objectives

The board objectives of this report is to study and analyze of employee's performance appraisal techniques of Khan Accessories and Packaging Company Ltd.

Specific objectives

1. To know about employees performance appraisal techniques of KAPCO Ltd.
2. To analyze the employees performance appraisal techniques of KAPCO Ltd.
3. To provide some recommendations based on findings.

1.6 Problem Statement

Employee satisfaction with the organization's operations is negatively impacted by the present performance assessment system. An effort has been made to identify the variables in this research project that might have a favorable impact on the performance appraisal system's effectiveness.

1.7 Methodology of the Study

The data that form the basis of the study were collected from a range of sources using a particular approach. Analyses are the primary focus of this work. To get the data, sources that were both primary and secondary were used.

- **Primary Sources**

1. The primary information has been gathered from the employees through an oral interview.
2. Employees who have participated in performance management system directly have given other information.
3. Primary has been collected through survey questionnaires. The survey questionnaire included 10 points likert scale questions.
4. Survey questionnaire were designed in a Goggle Form which was distributed to employees to analyze the performance management

- **Secondary Sources**

My other source of information was the organization's reports and report diaries. The following sources were used to get the data:

1. Relevant books, periodicals, and printed materials.
2. The company's website;
3. Performance management system articles;
4. Reports from various studies.

1.8 Limitations of the Study

The absence of articles, statistics, or figures limited the scope of an accurate investigation. Additionally, the internet lacks sufficient information. During the investigation, several limitations emerged:

- **Time constraint:** A major barrier is a lack of time. It is really challenging to learn so much business information in such a short period of time. The allotted time was

insufficient to finish the report. As a result, the study's time limitation is blocking a sizable portion of the field, making it difficult to finish the report by the due date.

- **A hectic work environment:** The authorities were pressed for time due to their enormous daily workload. Time management was a major problem or restriction when producing the report.
- **Inadequate data:** It is not authorized to contain firm specific data in such report. Some essential information cannot be retrieved due to departmental privacy.

Chapter- 02

Organization Overview

2.1 Corporate Profile


Name	Khan Accessories and Packaging Ltd.
Established	1989
Company Logo	
Address	Plot no: A-102, Tongi BSCIC I/E, Tongi, Gazipur, Bangladesh
Managing Director	Md. Abdul Kader Khan
Phone	+8801833318878
Website	http://kapcobd.net/
Total Employees	250

Table 1: Corporate Information of Khan Accessories and Packaging Company Limited

2.2 Mission and Vision



Mission

KAPCO's goal is increasing sales growth, positive teamwork, increase productivity.



Vision

To be the supplier of choice for the total solution of garments trims & packaging.

2.3 Main competitors of KAPCO



Simtex



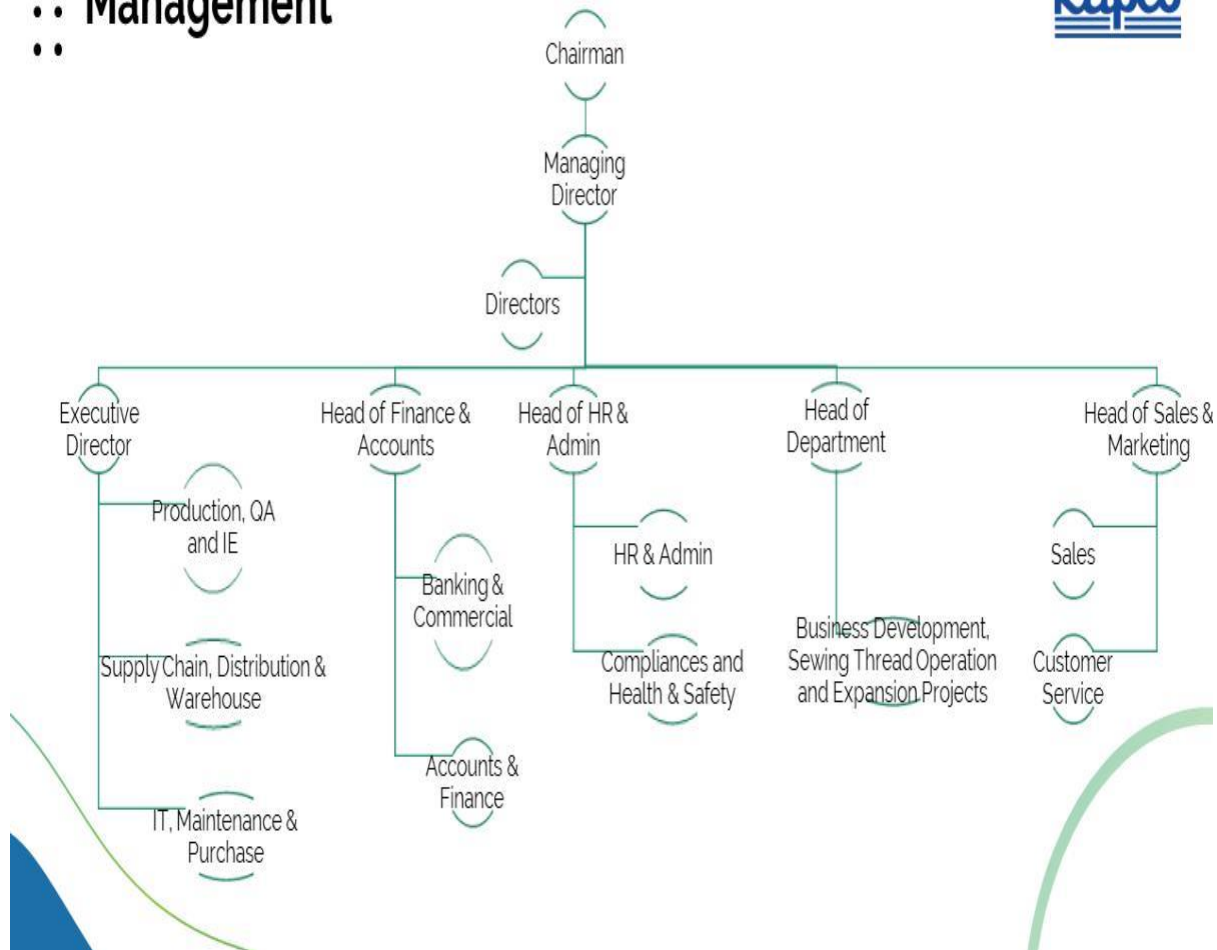
DBL Thread



Adzi Trims

2.4 Organization Hierarchy

Management



2.5 Products and Markets

Products: An item, system, or service that is made available for customer usage in response to consumer demand is known as a product. In order to ensure prompt delivery and the quickest response to their cherished customers from the moment of order placement to delivery and beyond, each of their goods has a specialized IP (which is connected planning) team that serves as a bridge between customer care and manufacturing. A product may be both physical and immaterial and can be an object. KAPCO produces a wide range of goods.

KAPCO pledges to provide goods of the highest caliber, including;

1. Sewing thread
2. Back & neck board
3. Gum tape - plain & printed
4. Corrugated cartoon
5. Clips - metal & plastic
6. Collar insert bone & butterfly
7. Poly bags
8. Back & neck board
9. Tissue paper & others
10. Elastic, hanger.

Markets: The market's size is not always set in stone. By lowering the price of the product, the market that is suitable for that product may grow, and by making adjustments, the market that is suitable can grow as well. Khan Accessories and Packaging Company Limited has a large number of important clients both domestically and abroad. There are 45 customers in total for the company. Below are a few examples of customers:

1. Pinakio
2. Sharmin group
3. Designer fashion Ltd
4. Vision
5. Best shirt
6. Gold star
7. A plus sweater
8. Best Shirt
9. Sterling
10. Liz fashion
11. Armana group
12. Amtranet
13. Fashion Step

14. Elite Garments

15. Yester Jeans

2.6 Organizational Benefits

The entire amount of cash and non-monetary benefits that an employer offers to a staff member as a swap for the job they undertake on their behalf is known as compensation. The compensation policy includes information on all perks.

1. Monetary Benefit

- Basic wage
- House costs
- Food stipends
- Medical stipends
- Transportation stipends
- Phone stipends
- Leave fair aid and
- Festival bonuses

2. Non-monetary Benefit

- Basic wage
- House costs
- Food stipends
- Medical stipends
- Transportation stipends
- Phone stipends
- Leave fair aid and
- Festival bonuses

2.7 The Division/ Department/ Unit Name

I spend the most of my time working in the HR department where I am learning how things are done.

Department details

Contents	Details
Name of Organization	Khan Accessories and Packaging Company Limited
Detail of my Organization's Supervisor	M. H Tanshir
Office Address	Plot no: A-102, Tongi BSCIC I/E, Tongi, Gazipur, Bangladesh.
Department	HR Department
Designation	Admin Manager
Starting Date of my Internship	11 July, 2023

In **Khan Accessories and Packaging Company Limited**, I worked in HR Administration and saw their job. I have been able to study a lot of work and acquire practical understanding about how the works are done by working practically.

2.8 Other Departments of KAPCO

1. Accounts and Finance: This department's responsibilities include developing monthly and annual financial plans, risk management, monitoring credit, financial analysis, and investment. The organization's financial health is the responsibility of the financial management. For the organization's long-term financial goals, they create plans and strategies, provide financial reports, and oversee investment operations.

The major responsibility of KAPCO's finance manager

1. Create a budget, financial projection, and financial statement.
2. Verify the financial documents of the company.
3. Perform data analysis to determine ways to increase revenue.
4. Taking financial loss risk into account

2. Sales and Marketing / Customer Service: Customer service employees assist customers who have inquiries, requests, or complaints regarding goods or services they have obtained from this business. They also offer solutions that are tailored to those particular circumstances.

The CS's duties at KAPCO are to:

1. Manage a high volume of incoming calls; and
2. Create sales leads.
3. Establish dependable relationships with clients
4. Address client grievances and offer a suitable resolution
5. Maintain client interaction logs, handle customer accounts, and submit paperwork.

3. IT: The IT department employee performs a crucial function for the business. They have a responsibility to assist anyone with technological problems. Additionally, they offer technical assistance, troubleshoot issues, manage servers and networks, and design websites.

The primary duties of KAPCO's IT department are listed below. Maintain the company's computer infrastructure. Help new users with software and computer problems.

1. Update your software.
2. Control data archiving.
3. Introduce new software to workers.

4. Business Development: The business development manager at KAPCO Companies is in charge of assisting businesses in growing both financially and in terms of brand awareness. In order to assess current market trends and provide innovative company concepts that might increase revenue margins, they collaborate with the firm leadership and sales and marketing personnel.

1. Business development manager responsibilities include the following:
2. Establish enduring connections with both present and potential clients.
3. Maintain sales, income, invoices, etc. records.

4. Schedule meetings with potential clients.

5. HR Admin and Compliance: The role of the HR compliance officer is crucial for firms. They are in charge of making sure the company complies with all compliance rules and regulations. The primary responsibilities of the HR division include hiring new employees, carrying out service policies, creating an achievement assessment and command system, and processing payroll. On an additional hand, administrative tasks like planning programs and events, tracking attendance, maintaining workplace safety, and other tasks as required by the business are also carried out by the same divisions.

Principal responsibilities of KAPCO's HR Administration and Compliance

1. Select the best candidates.
2. Examine workplace accidents.
3. Evaluation of healthcare data.

6. Commercial: On behalf of a firm, an industrial manager is in charge of managing business expansion initiatives. They have to work with the firm leadership to undertake risk assessments, conduct market research to find new business possibilities and client leads, and keep good connections with clients.

2.9 Department Structure and Manpower

1. Structure

Every organization has a unique organizational structure, represented by an organizational chart. All of the personnel are guided under "Khan Accessories and Packaging Company Limited organizational structure. An effective organizational structure is crucial for corporate growth. Poor organizational design affects how well a firm performs. A business might potentially be destroyed. KAPCO has always been cautious with their organizational structure because of this. Their design makes it apparent who is responsible for what tasks, what actions must be taken, and who is responsible for what outcomes, removing obstacles to performance brought on by misunderstanding and doubt over one's obligations and providing networks for decision-making and communications that mirror and support initiative goals.

Top decisions for KAPCO are made by the managing director and communicated to the whole company. Next, there are executive directors, heads of HR, and heads of program maintenance. There are several subcategories within the sectors of maintenance, development, and staffing. Each division keeps an eye on the fundamental tasks they are responsible for, and if a problem arises, it is resolved under their supervision. Therefore, everything is proceeding according to plan and with the correct manpower.

2. Manpower

One of an organization's most important resources is its human capital. In an organization, the amount of people required for a certain task and in the future is calculated and planned using a variety of ways. All of these mission-critical operations need for qualified personnel.

200 employees and a total of 250 people work at KAPCO.

2.10 Departmental Practices of KAPCO

1. Manage the benefits for employees.
2. Uphold the corporate culture.
3. Establish a secure workplace.
4. Education and advancement.
5. Compensation and company perks.
6. Performance assessment.
7. Create a personal file for each employee and maintain personnel data.
8. The hiring process and background checks.
9. Examine the employee leave and attendance records.
10. Planning for human resources and the workforce.

Chapter 03

Employees Performance Appraisal techniques of KAPCO Ltd.

3.1 Performance

The capacity of an organization to achieve its objectives and maximize results is known as organizational performance. Organizational performance in the modern workforce may be summed up as a company's capacity to reach objectives in the face of ongoing change. Historically, an organization's production was used to gauge its performance. Additionally, the output of financial results is more than just the output of outcomes. Organizational performance may be divided into one of these three groups. Performance would be the accomplishment of measurable goals. However, performance is not only about what individuals accomplish; it's also about how they accomplish it. The right conduct and efficient application of the necessary knowledge, skills, and competences lead to excellent performance results. To assign personal and organizational goals is one of performance management's most crucial goals. Thus, actions taken by employees at work result in the accomplishment of organizational objectives. The true definition of performance is connected to a strategy for developing a clear understanding of the organization's goals and purposes, which will aid each employee in realizing their individual responsibilities and managing and improving the performance of the organization as a whole.

3.2 Performance Appraisal

Performance appraisal define is How successfully a worker is doing their job is evaluated and documented through the performance evaluation process. A company's performance management system includes it. Performance reviews are based on how well an employee is doing in relation to goals that were jointly agreed with his or her management once a year. Employees and managers often check in periodically during the year, and the manager gives an overall assessment at the conclusion. Employees receive feedback on their work throughout the assessment process, which also helps managers decide whether to provide bonuses and raise compensation as well as pinpoint problem areas. Reprimands or termination may result from persistently subpar performance. Performance reviews are difficult for employees since they have an impact on their future employment. Performance evaluation is a crucial technique used by organizations to assess employee performance. It entails a methodical assessment of employee performance, taking into account their advantages, disadvantages, and space for improvement. The effectiveness of the organization as a whole as well as the performance and professional growth of the individual may be strongly impacted by this procedure. Human resources (HR) departments typically create performance reviews as a tool for workers to advance in their careers. They provide people feedback on how well they are doing in their

jobs, making sure that they are managing and achieving the goals set for them, and offering them assistance if they fall short. Performance reviews can assist employees and their managers in identifying areas for improvement and career advancement, as well as in developing a strategy for the employee's development through extra training and more responsibility.

3.3 Performance management

Performance management is a routine, organized, and objective method for helping a person improve how well they do their work. Thus, performance management includes the performance evaluation. Performance management is a technique that managers may use to track and assess workers' performance. By fostering an atmosphere where employees may work to the best of their ability and in harmony with the organization's overarching objectives, performance management aims to achieve its objectives. Using performance management is common in both the public and private sectors. A systematic performance-management program enables managers and staff to agree on expectations, objectives, and career advancement, as well as how a person's job fits into the company's overarching vision. Performance management often takes into account how an individual fits into the larger organizational structure. In theory, even though it is thought to be impossible, businesses aim for the highest performance level. Managers can make decisions that will aid staff in achieving their goals by modifying workflow, suggesting new strategies, and taking other actions using performance management tools. As a result, the business is able to accomplish its objectives and operate at its best. on instance, the manager of a sales department might establish deadlines on staff members to meet certain goal income levels. In a performance management system, the manager would provide advice aimed at assisting the salespeople in succeeding in addition to the figures. Performance management proponents contend that it boosts employee satisfaction, which improves employee retention while also assisting firms in achieving their objectives. Employees, for instance, frequently feel caught off guard by unfavorable yearly performance assessments. Although yearly evaluations may also be a part of performance management, there should be fewer unpleasant shocks thanks to the continual feedback that managers give throughout the year. Performance management develops a clear awareness of expectations by placing a strong emphasis on responsibility and openness.

3.4 Difference between Performance Management and Performance Appraisal

Performance Management	Performance Appraisal
1. The goal of performance management is to really assist employees in improving their performance and productivity.	1. Performance appraisal assess an employee's actual performance; they do not concentrate on their performance productivity.
2. Performance management considers both the present and the future when evaluating an employee's performance.	2. Performance appraisals assess an employee's performance in light of recent performance data.
3. Performance management proactively supervises an employee's performance and makes ensuring that the person has achieved all of the organization's objectives, including its vision, purpose, and core values.	3. The performance review simply considers the employee's work objectively throughout the course of the year and provides an employee with a final feedback.
4. A comprehensive approach to performance management assesses the relationship between the individual and the business and looks at how to increase employee engagement.	4. The employee's prior performance is taken into account as part of the personal aspect of performance evaluation.
5. Performance management is strategic in that it continuously assesses an employee's performance and develops fresh plans for their growth.	5. A Performance appraisal system is effective because it adheres to a set of performance guidelines and solely concentrates on the outcome of the employee's performance.
6. Because it involves a lot of communication between the individual and top managers, performance management is quite dynamic. The conversation space is larger in performance management.	6. The communication in performance assessments is fairly linear since it takes a very top-down approach to employee performance. A conversation only occurs following the performance evaluation procedure.

<p>7. Future-focused, performance management takes into account the tactics needed to sustain employee performance throughout the coming year. The goal of performance management is to raise employee performance.</p>	<p>7. The process of reviewing performance is particularly retrospective since it considers things that have happened in the past. It considers a worker's performance throughout time. Performance reviews tend to be highly past-focused.</p>
<p>8.The flexibility of performance management allows it to take the organization's expansion into consideration. PMS includes compensation and pay reviews, but performance management also develops improvement strategies.</p>	<p>8. Because it solely considers an employee's prior performance, performance appraisals are frequently rigorous. It seldom affects his development.</p>
<p>9.Key elements of performance management: establishing goals, ongoing criticism. measuring performance, discussions of performances, Rewards and appreciation</p>	<p>9.Key elements of performance management: Goal Assessment, Assessment of Competencies Performance Evaluation Performance Ratings , Development Planning</p>
<p>10. 3 main objectives are: objectives alignment, performance improvement, and employee development.</p>	<p>10. 4 main objectives are: Assessing performance of employees and giving them comments, Growth and development of employees, Goal-setting that is Measurable and Achievable, Promoting Engagement and Communication</p>

3.5 Aims of Performance Appraisal Techniques

Any organization's performance appraisal techniques has one main objective: to improve employee performance through set common goals. Using a performance appraisal techniques, employees' individual goals and objectives are evaluated. Each employee is given a variety of job obligations to complete. Employees are able to accomplish this and identify their performance gaps thanks to performance evaluation. Employees may learn from this how to improve in a positive way. Employees are given the chance to identify their strengths and weaknesses. However, continuous feedback is another method of self-improvement. It fosters a sense of worth among workers.

A successful firm depends on its employees being able to achieve their own goals, which is what a performance management system does. It aids in achieving long-term goals and objectives. Employees feel more involved with their work when they are informed of what is expected of them. Building a direct and supportive relationship between managers, supervisors, and employees is another major objective of the performance management system.

3.6 Methods of performance Appraisal Techniques

Organizations have several systems in place for managing performance. Each firm chooses its own performance management system for assessing its personnel. Simply said, managers and supervisors are not included in the evaluation process. It increasingly resembles a remedy that is evolving exponentially. Organizations all throughout the globe employ a few common performance Appraisal Techniques methodologies. There are common performance assessment systems that are used by businesses all over the world.

The methods are detailed below:

1. General Method

The management and the staff engage in a constant dialogue during the course of the year. After the fiscal year has ended, managers assess the performance of the staff and determine if the planned targets have been met.

2. 360 Degree Method

This approach enables every other employee to voice their opinions about a particular employee whose performance will be evaluated. The opinions of peers as well as the supervisor's opinions will be taken into account.

3. Management by objective

Employees are given very clear and specific goals to work toward during this performance review process, along with strategies for doing so. This approach is particularly effective at fostering an environment where staff members cooperate toward common goals and encourage cooperation.

4. Psychological Evaluation

Psychological evaluations are useful for identifying employees' untapped potential. This approach focuses more on evaluating an employee's potential performance than on reviewing their prior work. These evaluations are used to assess an employee's performance in seven key areas, including their interpersonal, cognitive, intellectual, leadership, personality, emotional intelligence, and other associated skills. To accurately evaluate an employee, qualified psychologists use a range of tests (in-depth interviews, psychological exams, talks, and more). However, it is a lengthy and difficult process, and the effectiveness of the outcomes is greatly influenced by the psychologist doing the operation.

5. Evaluation by Project

It is wise to evaluate a worker following the completion of each project rather than waiting until the end of the year. This makes it possible for both the individual and the business to progress continuously.

6. Behaviorally Anchored Rating Scale

BARS, or the in a performance evaluation process, behaviorally anchored rating scales (BARS) highlight both the qualitative and quantitative advantages. With regard to specific behavioral examples that are tied to numerical evaluations, BARS contrasts employee performance. A BAR scale's performance levels are broken down into many BARS statements that indicate typical actions that an employee consistently demonstrates. These statements serve as a yardstick to compare an individual's performance to established benchmarks relevant to their function and degree of employment. Growth and development of employees.

7. Negotiated appraisal:

This more recent approach lets the subject speak first and makes use of a mediator in an effort to temper the harsh character of performance reviews. Additionally, it emphasizes the positive actions of the person prior to offering any criticism. When there are disagreements between superiors and subordinates, this arrangement usually helps.

8. The Assessment Center Approach

The German Army first proposed the idea of an evaluation center back in 1930, but it has since been refined and adjusted to the needs of the modern world. With the assessment center technique, staff members may see exactly how they are seen by others and how it affects their

performance. This method's primary benefit is its ability to forecast an individual's future work performance in addition to evaluating their current performance.

9. Cost-Related Accounting for Human Resources

The human resource (cost) accounting technique evaluates a worker's performance based on the financial gains they make for the organization. It is acquired by contrasting the financial advantages (contributions) an organization has determined that particular employee has provided with the expense of keeping that person (cost to firm).

10. Performance Evaluations and Observations

These are predicated on the knowledge or competence exam. Written tests or real skill presentations may be used for the assessments. For tests to be useful, they need to be valid and dependable. Benefit: Tests have the tendency to gauge potential rather than actual performance. Cons: If test development or administration are expensive, tests may suffer.

11. Critical Incidents

The Method focuses on certain employee actions that have a significant impact on performance. Supervisors document these kinds of instances as soon as they happen. Benefits: Ratings are based on real job activities, and evaluations are feedback is simple, backed by descriptions, lessens the likelihood of recency biases, and improvement levels are high. Cons: Adverse events may take precedence, making them easier to overlook occurrences, over vigilant surveillance; excessive and misleading feedback penalization.

3.7 Performance Appraisal Techniques followed by "KAPCO"

In this method, the management and the employee work together to create, map, organize, and converse achievement goal. The employee is given an important area of control in terms of the outcome that are expected from him or her when the management outline the planned objectives to be attain. Both managers and workers talk about the progress accomplished at routine touch point meetings. The employer may then use these indicators of process development as a benchmark for assessing the employee's level of participation.

3.8 Performance Appraisal Form

KHAN ACCESSORIES & PACKAGING CO. LTD Performance Appraisal Form

Probationary Review		Annual Salary Review		Special Review	
Employee Name		Evaluation	Marks	Grading	
ID Card No.		Outstanding	Above 85	A	
Designation		Good	71-85	B	
Section		Above Satisfactory	61-70	C	
Join Date		Satisfactory	51-60	D	
Job Role		Need Improve	Below 50	E	
Appraisal Period		From		To	
Sl No.	Key Performance Indicator (Full Marks 10*10=100)	Supervision Manager	HRD or HOD Observer	Remarks	
1	Attendance / Punctuality.				
2	Complies with company policies & procedures.				
3	Disciplinary Actions given during the last year				
4	Job Knowledge.				
5	Quantity of work				
6	Accuracy of work.				
7	Professional communication skills with colleagues & cross functional team				
8	Teamwork, Ability to work as a member of a team.				
9	Ability to work independently				
10	Willingness to take on additional responsibilities.				
11	Exhibits effective problem solving skills and eagerness to learn new job-related skills.				
12	Asks questions and seeks guidance as needed				
Total Marks					
Grade					
Please put tick (√) mark which you want to select.		Recommendation :-			
* Confirmation					
* With Salary Adjustment					
* Without Salary Adjustment					
* Probation Extended () Months					
* Promotion		Supervision/Manager (Signature with date)			
* Other.....		Department:	Position:		

3.9 Tasks and Duties Performed Accomplished at HR

Administration

Offering appealing perks and competitive pay is the most popular strategy used by businesses to entice in-demand workers. The KAPCO HR department's main duty is to maintain payroll, benefits, and business culture. In exchange for what they bring to the firm, employees receive pay. The pay that a worker obtains in exchange for their labor is referred to as an allowance. Employees may also be given benefits by way of indirect cash compensation, such as overtime pay, bonuses, vacations, medical and transportation benefits, free breakfast and lunch, food allowances, and housing rent benefits.

1. Recruiting and Hiring: This crucial HRM task attempts to maximize the strength of employees in order to achieve the long-term objectives and goals of the firm. Attracting and keeping the top people in the sector is a top focus for this firm. By managing hiring, HR managers play a crucial role in the development of the business's future. The degree of exclusion for a corporation depends on how well it can hire. KAPCO has created and put into practice a registration approach to increase the efficiency of their business.

Examples of a recruitment advertisement medium are-

1. Bdjobs.com
2. LinkedIn
3. Social Media Pages

2. Performance Appraisal: The term "performance appraisal" refers to the routine evaluation of a worker's performance on the job and overall value to a business. KAPCO employs performance reviews to provide workers with thorough input on their duties and to maintain decision about wage raises, incentives, and terminations. A performance evaluation program is one of the more common methods for tracking operational success, motivating individual performance, and improving organizational policy. When employees are aware that their performance is being recorded and that they may be rewarded through the performance analysis module, they will naturally give their all to the organization.

- **Create a safe work environment:** HR is in charge of ensuring the physical and emotional well-being of employees while they are at work.

HR is responsible for making sure there are no physical hazards at work, usually through workplace analysis and control. The HR manager also developed safety plans through training on risk control and offered guidance on what to do in case of an emergency. In case an employee or worker is hurt, KAPCO also includes a medical area and a doctor so that they may receive rapid care.

- **Handle Disciplinary Action:** KAPCO Company has a very rigid code of conduct. Every employee or worker who commits a wrongdoing is disciplined. A clear disciplinary procedure is required, whether it begins with a letter of warning and escalates in intensity with punishments or demotions. Legal advice may be consulted by HR to guarantee that the business complies with the law, preventing any mishandled circumstances and ensuing litigation.

3.10 Working Environment

I must add that Khan Accessories and Packaging Company has a pleasant working atmosphere inside of their workplace, and I experienced this during my internship. Every day I had a great time working throughout my practicum. I never experienced any kind of prejudice, disrespect, or anxiety. There are many female employees, and their rooms are divided to allow them to work in safety and comfort. Everyone I interact with in the HR department and other departments is incredibly helpful and cooperative. My organization's supervisor was also incredibly helpful and took the time to explain every task in detail. She is an excellent leader, and I gained a lot of knowledge by following her in official and informal work. My internship was made really simple by every staff. I can adjust to the new environment thanks to the workplace atmosphere and the friendly conduct of every employee.

3.11 Facilities and constraints faced

I participate in the organization's daily operations and make an effort to learn a lot of new things. Especially, I gained a lot of knowledge about how the HR department operates. Occasionally throughout my internship, the employer will pay for my transportation. To help me effectively do my duties, they also provide me with a separate workstation and other equipment. I have access to all the amenities through my company, and I have no issues.

3.12 Lessons learned from the Internship

My internship taught me a lot about organizational operations. Punctuality and professionalism are lessons I've learnt. Additionally, I learnt many skills and duties associated with real-world jobs as well as the corporate culture. I also learn how to conduct myself properly, speak with strangers, manage various situations, and adjust to a new work environment. I have made an effort to learn as much as I can about both my subject and related topics.

I've picked up two things.

1. On-the-Job Education
2. Observational learning

1. On the Job Learning

Below are the activities that I have learned directly in KAPCO.

- ✚ **Updating Employee data:** All of the personal information is entered into an employee folder. I entered the necessary data in the worker's folder. It includes details such as the employee's name, CV, current title, probationary document, promotional letter, corporation ID, joining date, confirmation date, latest promotion date, employment location, etc.
- ✚ **Making sample salary sheet:** A wage chart is a record that details the total amount paid to an employee for the work they did at a certain period. It also includes details regarding the employee's base salary, benefits, deductions, and overpayment, among other things.
- ✚ **Making increment sheet:** Salary increases for employees after a predetermined amount of time. Following that, they create a progress sheet and distribute it to anyone for review. Also, I complete that sheet.
- ✚ **Checking employee's attendance sheet:** I looked at the attendance chart when preparing the salary sheet to see who was missing on which days, who put in overtime, and who was on leave.
- ✚ **Making show case and notice:** The HR department notifies a staff member or worker when they commit an error or do anything improperly by delivering a show case or notification. Prior to every official holiday, additionally I wrote a note.

2. Learning by observing

✚ **Adapting in official environment:** Since starting my employment is my first step, I did not previously have the skills needed to work in this setting. I have gained experience adapting to a professional setting here.

✚ **Office etiquettes:** During my internship, I learnt more about proper business conduct, like being on time, communicating with new hires, and completing tasks efficiently.

✚ **Some other things that I learned**

The culture of organizations are-

- working under pressure,
- Multitasking techniques,
- Time management and,
- How to interact with workers under difficult circumstances

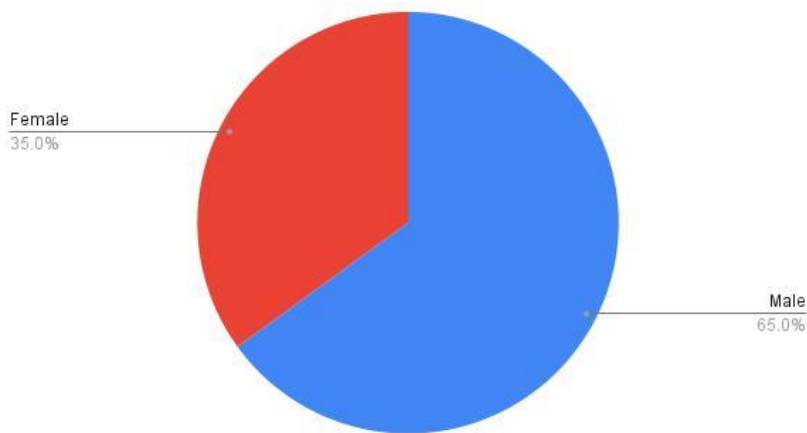
Chapter 4

Analysis & Findings

4.1 Data Analysis

1.

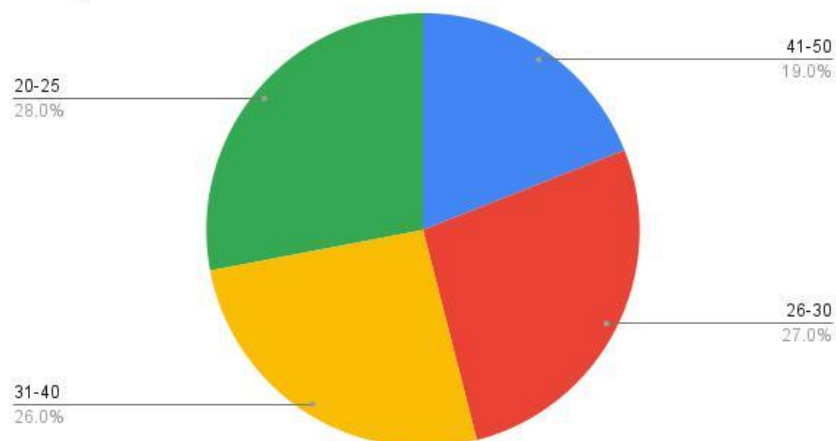
1. Gender



Explanation: In this pie chart shows Gender chart that two color are one is Blue and other is Red. Blue color is indicate Male and Red color is indicate Female. Also the Gender pie chart in percentage indicate this gender part is Male 65% out of 100% and Female 35% out of 100%

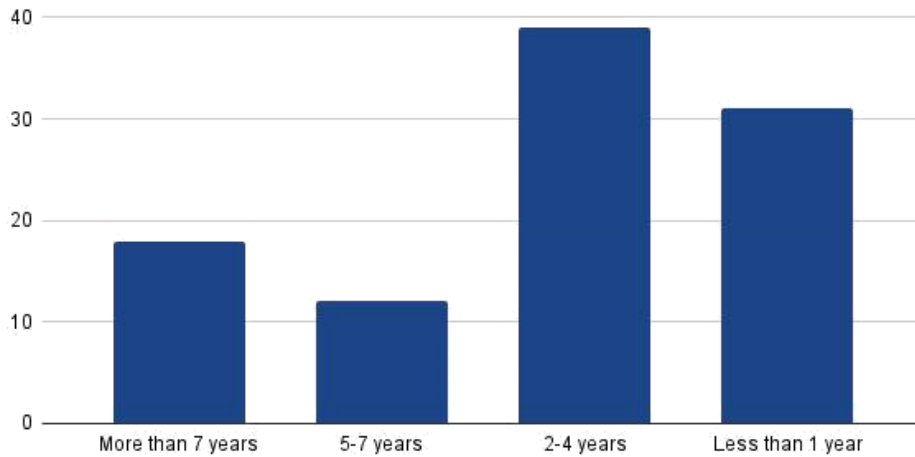
2.

2. Age



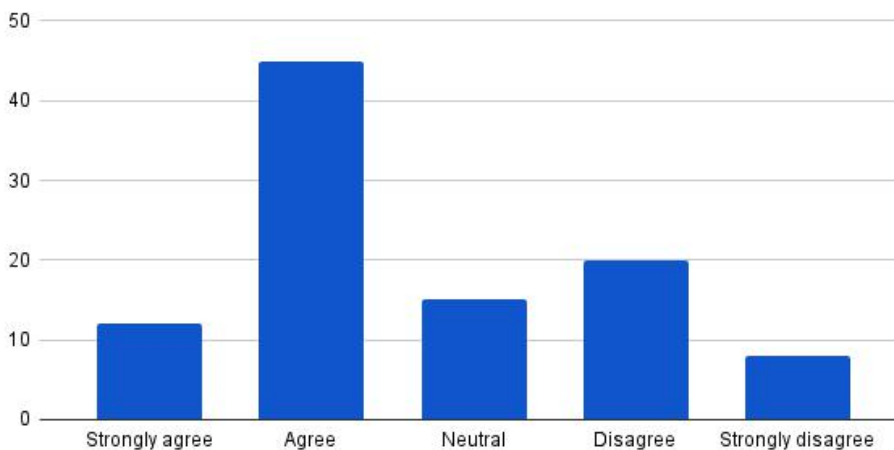
Explanation: The 2nd data is Age range. In this pie chart shows that 4 categories are age and this are in 4 color indicates, like Green color is indicate 20-25 years, Red color is indicate 26-30 years, Yellow color is indicate 31-40 years and Blue color is indicate 41-50 years. This Age chart in percentages shows that is 20-25 years: 28% out of 100%, 26-30 years: 27% out of 100%, 31-40 years: 26% out of 100%, 41-50: 19% out of 100%

3. Number of years being with Khan Accessories and Packaging Company Limited.



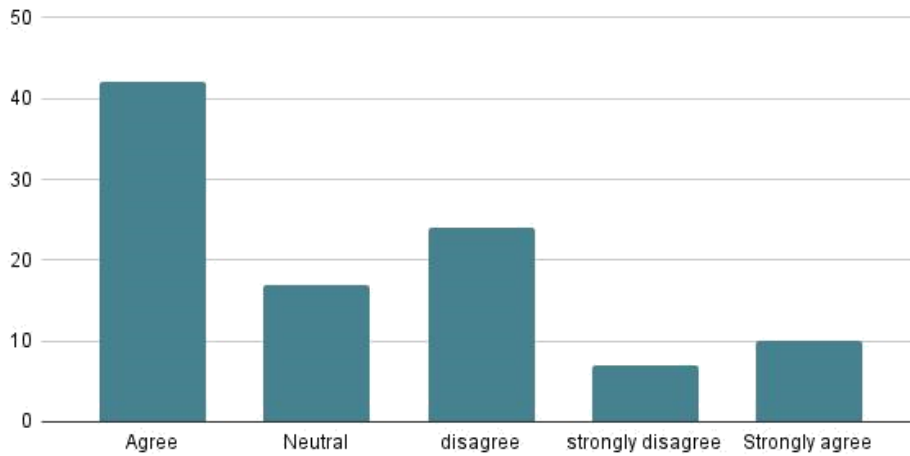
Explanation: In this column chart shows that Numbers of years employee being with KAPCO Ltd. This column divided into four categories these are: Less than 1 year, 2-4 years, 5-7 years and more than 7 years. Also this chart shows that percentages: Less than 1 year- 31% out of 100%, 2-4 years- 39% out of 100%, 5-7 years- 12% out of 100%, more than 7 years- 18% out of 100%. So that we can understand 2-4 years column are large column employees being in KAPCO Ltd.

4. Interpersonal relationship between manager and employees is ensured a meaningful effect on performance



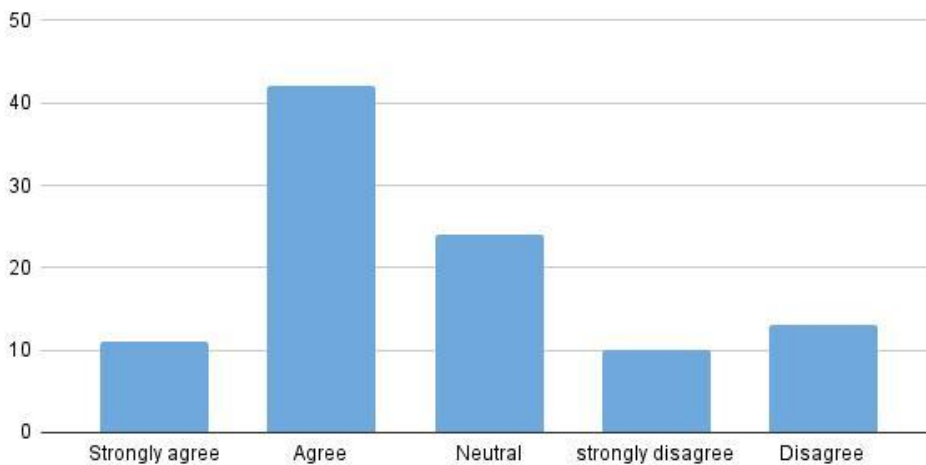
Explanation: This column chart are 5 different column shows, these are: Strongly Disagree, Disagree, Neutral, Agree, Strongly agree. In this column chart percentage shows that: Strongly disagree- 8% out of 100%, Disagree- 20% out of 100%, Neutral- 15%, out of 100% Agree-45% out of 100%, strongly agree- 12% out of 100%. So we can see that column Agree are the highest column.

5. Fairly system communication system is essential to create an effective performance appraisal



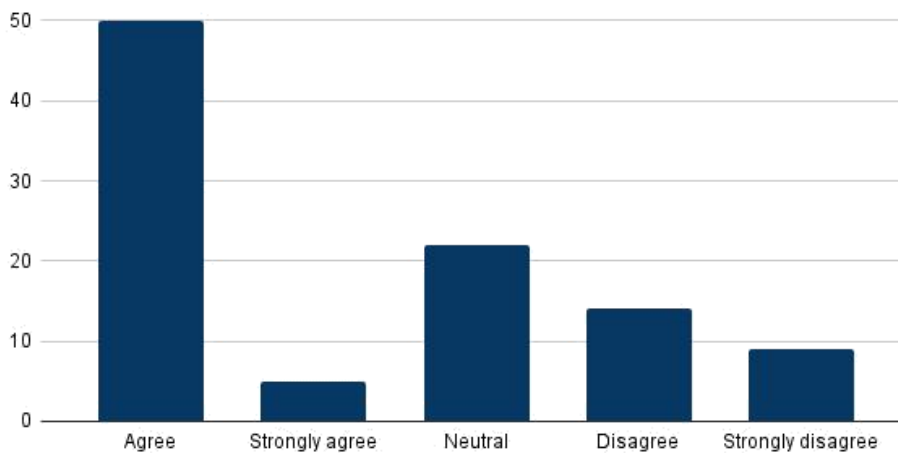
Explanation: This column chart are 5 different column shows, these are: Strongly Disagree, Disagree, Neutral, Agree, Strongly agree. In this column chart percentage shows that: Strongly disagree- 7% out of 100%, Disagree- 24% out of 100%, Neutral- 17%,out of 100% Agree- 42% out of 100%, Strongly agree- 10% out of 100%. Fairly system communication system is essential to create an effective performance appraisal Agreed are highest.

6. Giving proper feedback on completed work helps employees to improve work performance.



Explanation: This column chart are five different column shows, these are: Strongly Disagree, Disagree, Neutral, Agree, Strongly agree. In this column chart percentage shows that: Strongly disagree- 10% out of 100%, Disagree- 13% out of 100%, Neutral- 24%, out of 100% Agree-42% out of 100%, strongly agree- 11% out of 100%. Giving proper feedback on completed work helps employees to improve work performance Agreed are highest Percentage

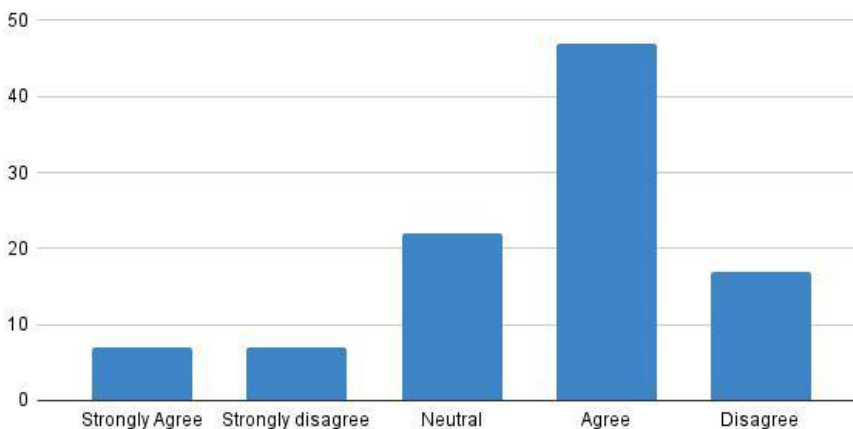
7. 7. Employee participation may help to create an effective performance Appraisal Techniques and increase



Explanation: This column chart are Five different column shows, these are: Strongly Disagree, Disagree, Neutral, Agree, Strongly agree. In this column chart percentage shows that: Strongly disagree- 9% out of 100%, Disagree- 14% out of 100%, Neutral- 22%,out of 100% Agree- 50% out of 100%, Strongly agree- 5% out of 100%. Employee participation may help to create an effective performance Appraisal Techniques and increase organizational productivity Agreed are highest percentage.

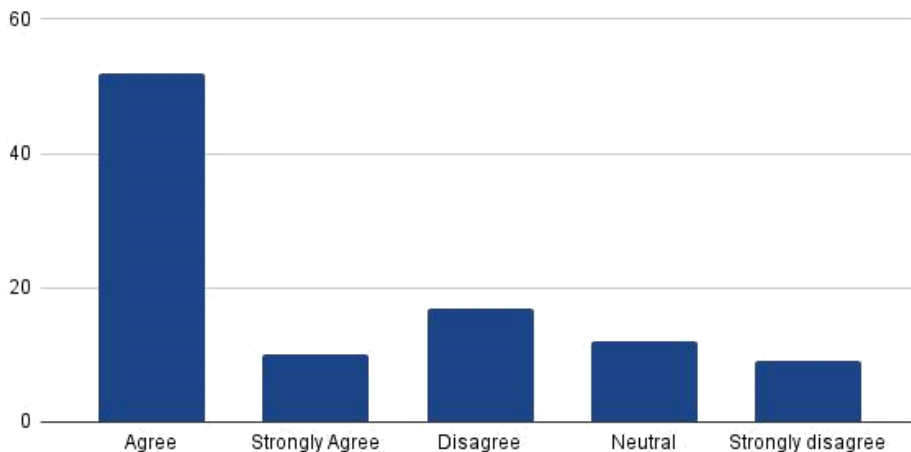
8.

8. Facilitate Promotion decision may help to organization development.



Explanation: This column chart are five different column shows, these are: Strongly Disagree, Disagree, Neutral, Agree, Strongly agree. In this column chart percentage shows that: Strongly disagree- 7% out of 100%, Disagree- 17% out of 100%, Neutral- 22%, out of 100% Agree-47% out of 100%, strongly agree- 7% out of 100%. Facilitate Promotion decision may help to organization development Agreed are highest percentage.

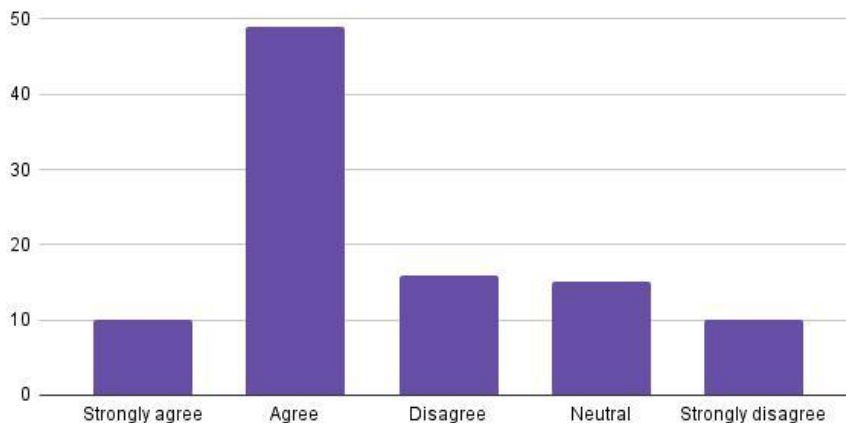
9. 9. For Assessing Compensation Changes may be impact to the employees performance.



Explanation: This column chart are five different column shows, these are: Strongly Disagree, Disagree, Neutral, Agree, Strongly agree. In this column chart percentage shows that: Strongly disagree- 12% out of 100%, Disagree- 17% out of 100%, Neutral- 12%, out of 100% Agree-52% out of 100%, strongly agree- 10% out of 100%. For Assessing Compensation Changes may be impact to the employees performance Agreed are highest percentage.

10.

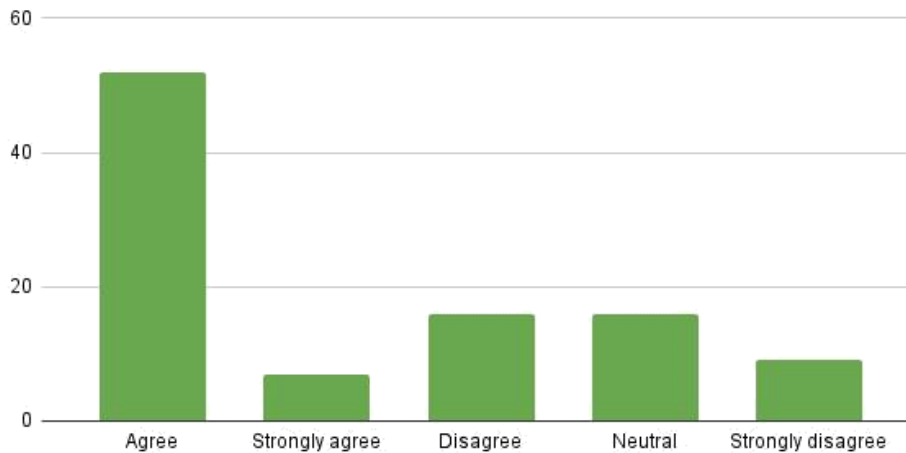
10. Performance Appraisal Techniques has helped you enhance your leadership skills



Explanation: This column chart are five different column shows, these are: Strongly Disagree, Disagree, Neutral, Agree, Strongly agree. In this column chart percentage shows that: Strongly disagree- 10% out of 100%, Disagree- 16% out of 100%, Neutral- 15%, out of 100% Agree-49% out of 100%, strongly agree- 10% out of 100%. Performance Appraisal Techniques has helped you enhance your leadership skills Agreed are highest percentage.

11.

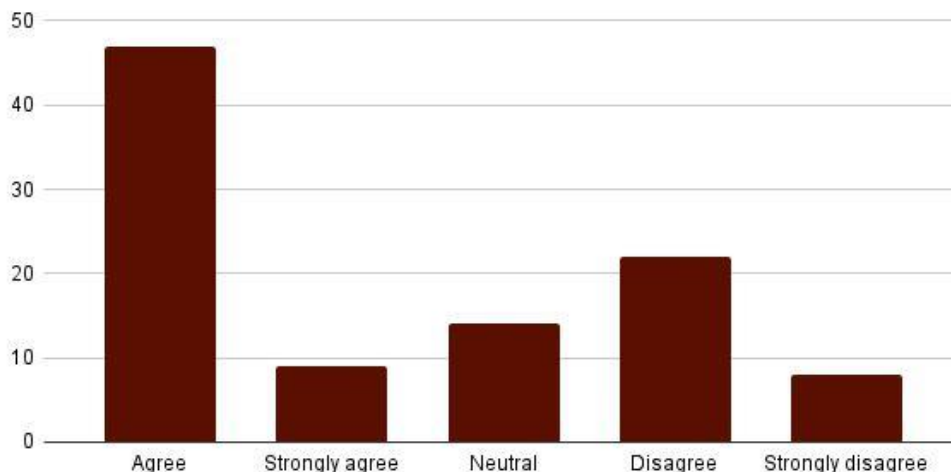
11. Assessing Compensation Changes may be help to organization Performance



Explanation: This column chart are Five different column shows, these are: Strongly Disagree, Disagree, Neutral, Agree, Strongly agree. In this column chart percentage shows that: Strongly disagree- 9% out of 100%, Disagree- 16% out of 100%, Neutral- 16%,out of 100% Agree- 52% out of 100%, Strongly agree- 7% out of 100%. Assessing Compensation Changes may be help to organizational Performance Agreed are highest percentage.

12.

12. performance appraisal helps people set and achieve meaningful missions and goals



Explanation: This column chart are five different column shows, these are: Strongly Disagree, Disagree, Neutral, Agree, Strongly agree. In this column chart percentage shows that: Strongly disagree- 8% out of 100%, Disagree- 22% out of 100%, Neutral- 16%, out of 100% Agree-47% out of 100%, strongly agree- 9% out of 100%. Performance appraisal helps people set and achieve meaningful missions and goals Agreed are highest percentage.

4.2 SWOT Analysis

A SWOT analysis is a method for figuring out a business's strengths, weaknesses, opportunities, and trends. Technically speaking, a SWOT analysis is an organizational planning and management tool used to assess internal and external factors affecting a shared vision or particular objective. It's a standard practice for a business to evaluate its ability to carry out a strategy or accomplish a realistic objective.

1. Strengths of KAPCO: Strengths are the intrinsic, innate characteristics of an organization that aid in the development of core competencies, such as the benefits a business has over rival organizations.

These are some strength of KAPCO:

1. Essential company resources
2. Capability to compete
3. A pleasant work environment;
4. Skilled labor;
5. Modern equipment and technology;
6. Possess a packaging plant, a transportation company, and land
7. Own a built environment.
8. The availability of raw resources from nature.

2. Weaknesses of KAPCO: Weaknesses are a natural constraint that prevent an organization from operating effectively. One area of weakness might be the inconsistency of the goods or services offered across all of the businesses. It is a succinct statement that summarizes the issue and details how it could affect a firm.

The following list of KAPCO's weaknesses:

1. lack of qualified personnel
2. A thinly populated market

3. An unexpected lack of basic resources
4. Loss of production
5. Unfinished factory.

3. Opportunities of KAPCO: Analysis of market opportunities is part of the organization's external analysis. It signifies a chance for career progress or position expansion. The firm (KAPCO) has a chance to develop and become more profitable.

Possibilities are listed below:

1. Adding new products to the line.
2. Increase employment opportunities.
3. Expand the capacity for production.
4. Promotes exports.

4. Threats of KAPCO: Threats in a SWOT analysis relate to possible trouble spots. Threats that may be detrimental to an organization's operation and the accomplishment of its objectives and targets.

Below are some threads:

1. Prices of rivals are lower.
2. Employee unhappiness.
3. Regional rivals

4.3 Findings of the study

1. Interpersonal relationship between manager and employees: Employee performance inside the company is influenced by interpersonal relationships. A friendly environment at work has the ability to promote cooperative conduct among managers/supervisors and employees, which in turn impacts staff morale and organizational productivity. Interpersonal dynamics in the workplace have a significant impact on how well individuals perform at work.

2. Effective Communication system: Improved organizational performance can result from effective communication. The communication that it helps to improve work performance received a unanimously positive reaction from the respondents. If everyone places a strong emphasis on communication with the management, everyone will continue to work collaboratively and will contribute to improving the team's performance.

3. Proper Feedback: Feedback from the supervisor is one of the primary components of performance reviews. It is critical that the staff members believe in the fairness and justice of the system. The feedback often includes a grading or value evaluation system for the work and talents.

4. Employee Participation: Participation by employees has beneficial effects for firms. A high degree of employee engagement and a decreased level of quitting intent might result from participation in projects. To achieve high organizational productivity and competitive advantage, a company must improve employee performance through employee participation.

5. Facilitate Promotion: When making decisions about our own life, such promotions, transfers, and terminations, performance reviews may be quite helpful. Employers could decide based on their understanding of a candidate's strengths and flaws. Management can evaluate the effectiveness of its selection and placement efforts with the use of appraisal systems.

6. Assessing Compensation Changes: This is yet another traditional use of performance review. The idea of pay for performance is one that practically all businesses support. But how can wage choices be made without a performance measure? A method of ensuring that those who do better are fairly paid is performance evaluation.

7. Enhance Leadership skills: Assisting leaders to get better one further useful strategy for assisting present and future leaders in honing their abilities is to bring up the topic of leadership during performance assessments. Acknowledging proficient leadership may make your staff members feel important and valued. It's crucial to include these characteristics in performance reports as a way to express your gratitude for leadership responsibilities that require excellence. Finding possible leaders: we may find future leaders by emphasizing leadership qualities in performance reports. Internal promotions provide several advantages, such as a higher rate of employee retention and a reduction in the time and money your company must spend on recruitment.

8. Achieve meaningful missions and goals: A key purpose of a performance review is to create a clear set of objectives that must be accomplished in a specific amount of time. These objectives ought to be SMART—specific, measurable, realistic, timely, and relevant. They ought to make the required performance criteria evident to staff members. Establishing appraisal goals is the first stage in developing a successful performance evaluation process that aids in the retention and development of top talent for firms. Goals for Workflow, Personal Development goal, Collaboration goal, Efficiency goal, and Professional Development goal.

Chapter 05

Recommendations & Conclusion

5.1 Recommendations

I hope that these recommendations that will be helpful for KAPCO. Here are a few of the recommendations:

- 1. Strong interpersonal relationship:** A person must get well along with their coworkers and management in order to foster a healthy work environment and strong interpersonal ties.
- 2. Communication system:** I recommend that there needs to be greater departmental collaboration and communication.
- 3. Proper feedback:** It is important to provide employees feedback so they can monitor their own achievements and have the chance to make changes as soon as practical.
- 4. Employee participation:** Given their importance to organizational productivity, employees should be permitted to participate in decision-making.
- 5. Promotion decision:** They also need to promotion for employees. When employee are experienced than follow the performance appraisal techniques for proper promotion. So that this reason employee can much better contribution to the company.
- 6. Compensation change policy:** Also they need to change compensation policy through performance appraisal techniques. Because they follow traditional method for that. When they apply new policy than impact in personal performance and help to organizational performance.
- 7. Leadership skill:** Identifying workers with great potential. This can support an organization's succession planning. Future leaders can be developed from high potential personnel.
- 8. Meaningful mission and goals:** I suggest to them they need to meaningful mission and goals in their mind. If they follow in those goals like, Personal Development goal, Collaboration goal, Efficiency goal, and Professional Development goal. Than KAPCO may be benefited.

5.2 Conclusion

Any organization's human resources department is thought of as its beating heart. Planning for human resources is crucial for every firm. An organization cannot successfully achieve its goals and objectives without an efficient human resources strategy. Employees are one of an organization's most important resources. In order to accomplish the aims and objectives of the firm, it is crucial to keep effective personnel. By motivating, assessing, and awarding them with market-competitive pay and benefits, an efficient management system is an effective strategy to retain talented and qualified workers. The purpose of this study is to examine how performance management systems are used to encourage employee engagement, provide feedback on employees' daily tasks, and improve employee performance. A performance management system evaluates a worker's total contribution to the business. Through this study, it was discovered that the performance management method in use does not accurately assess an employee, and it also does not completely motivate workers. They do this by employing strategies like as providing feedback on employees' daily work, fostering positive employee-manager relationships, and encouraging appropriate employee engagement in organizational tasks, all of which have been shown to increase employee satisfaction. Performance evaluation is a component of HRM that aims to boost organizational performance at the expense of the targeted people and even the perseverance and dedication of the survivors. Communication issues in performance evaluation feedback between managers, supervisors, and employees can be decreased by creating clear, realistic performance criteria. The proposed framework is predicated on six factors: evaluation of training requirements, alignment with institutions, motivation of staff for improvement, comparability, approach cost, and error-free. A comparison of approaches is included with this selection framework, paying particular attention to the salient characteristics of each performance rating technique. These characteristics are crucial for an effective employee assessment process. Every employee must be involved in the process of setting goals and objectives for their business. Moreover, completing a performance review will boost staff morale and productivity. A manager can positively inform staff members about their performance in carrying out their given responsibilities by conducting appraisals. Occasionally, we become so engrossed in our work that we fail to see the full extent of what the firm does for its workers.

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Appendix

Survey Questionnaire Sample

This survey a visualized is being for developing in internship report. Add value report. Your cooperation will help to obtain a visualized set for information which will add value to the report that is being prepared.

Name:

1. Gender

- Male
- Female

2. Age

- 20-25
- 26-30
- 31-40
- 41-50

3. Number of years being with Khan Accessories and Packaging Company Limited.

- Less than 1 year
- 2-4 Years
- 5-7 Years
- More than 7 years

4. Interpersonal relationship between manager and employees is ensured a meaningful effect on performance Appraisal Techniques.

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

5. Fairly system communication system is essential to create an effective performance appraisal

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

6. Giving proper feedback on completed work helps employees to improve work performance.

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

7. Employee participation may help to create an effective performance Appraisal Techniques and increase organizational productivity.

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

8. Facilitate Promotion decision may help to organization development.

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

9. For Assessing Compensation Changes may be impact to the employee's performance.

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

10. Performance Appraisal Techniques has helped you enhance your leadership skills.

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

11. Assessing Compensation Changes may be help to organization Performance

- Strongly Agree
- Agree
- Neutral
- Strongly Disagree
- Disagree

12. Performance appraisal helps people set and achieve meaningful missions and goals.

- Strongly Agree
- Agree
- Neutral
- Strongly Disagree
- Disagree