

**AN INVESTIGATION INTO THE EFFECTS OF APPRAISAL METHODS ON STAFF  
PERFORMANCE: A CASE STUDY OF MUNUNGA TEA FACTORY-MTF**

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## ABSTRACT

The study aims at analysing the effects of performance appraisal system on staff performance in Mununga Tea Factory and whether the method being used is comprehensive enough to recognize the inherent challenges in staff management and organizational performance. The study will also seek to determine whether the performance appraisal system provides any safeguards against it being used for vendetta purposes or for granting undeserved favours. The study will be of value to the Organisation management and scholars .The study was conducted in MTF. The study was carried out between September and December 2015 .The study was a case study targeting 1045 employees of MTF. A representative sample of 100 employees was obtained from the total population. Questionnaires were used to collect primary data. The questionnaire was prepared and discussed with the supervisor for expert judgement on its reliability and the necessary corrections made. Qualitative data was transcribed and organized into similar topics and presented in form of tabular interpretive reports. Quantitative data was analyzed using percentages and presented using tables and charts. In summary, the findings of the study were that performance appraisal process in MTF is unfair and that performance appraisal has led to competition among employees, affected team spirit amongst employees and changed the attitude of employees towards work .In conclusion performance appraisal has an effect on employee performance ranging from change of attitude, team spirit and bringing about competition among employees of the university. The study recommends that management ensures that the performance appraisal process is fair by addressing the factors that have made the process to be perceived as unfair by employees and ensure performance appraisal promotes positive competition among employees, and does not negatively affect team spirit amongst employees. The study recommends that further study be done on Strategies by organisations to increase performance appraisal acceptance by employees.