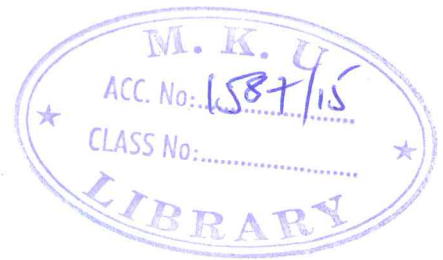


**THE ROLE OF PERFORMANCE APPRAISAL ON EMPLOYEE'S
PRODUCTIVITY IN ORGANISATION.**

A CASE OF CFC STANBIC BANK.



NELIUS WANJIRU NDUTHA

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**A RESEARCH PROJECT SUBMITTED TO THE SCHOOL OF BUSINESS AND
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ABSTRACT

The purpose of this research was to assess the role of performance appraisal on employee's productivity in CFC Stanbic bank. Performance appraisal is a vital tool to measure the frameworks set by any organization to its employees. It is utilized to track individual contribution and performance against organizational goals and to identify individual strengths and opportunities for future improvements and assessed whether organizational goals are achieved or serves as basis for the company's future planning and development. The use of performance appraisal has been acclaimed as an effective and promising means of improving the employee's productivity of private companies as well as government departments. Despite the availability of extensive existing literature on performance appraisal there is no information on the role of performance appraisal on employee's productivity in the banking sector in Kenya. In this study a census was done since data was obtained from the entire population. The survey targeted the implementers of the performance appraisal as the population elements. This included the senior managers, middle level managers, lower level managers and junior employees. The researcher used both primary and secondary data in order to collect views, opinions, perceptions, feelings and attitudes from the respondents. The data was then coded to enable the responses to be grouped into various categories. The findings were presented using tables and charts. It was found that Performance appraisal promotes commitment in revenue collection at the bank to a very great extent. There were challenges in the implementation of the performance appraisal program in the banking sector to a moderate extent. The study recommended banks to implement the performance appraisal system.