



PROCEEDINGS OF INTERNATIONAL STUDENTS' CONFERENCE ON INNOVATION, ENTREPRENEURSHIP & MARKET SPACE(ISC-IEM), 2024

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1st Published : 2025

ISBN : 978-93-48215-14-7

[Proceedings of International Students' Conference on Innovation,
Entrepreneurship & Market Space (ISC-IEM), 2024]

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Price : 500.00

Cover Design : Urna Sengupta

Typography : Urna Sengupta

Printed by :

Maa Sarada Enterprise

Belur, Howrah-711202

West Bengal

Prioritizing Influencers of Performance Appraisal System Using AHP method: An MCDM Approach

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Performance appraisals evaluate various factors to provide a comprehensive assessment of an employee's performance. Employee's job knowledge, job execution & commitment towards job and organization have the pivotal role in their performances. Attitude and competence examine their way of adaptation and proficiency towards problem-solving skills. Inter-personal factors, employee attitude, locus of control and compliance with policies & practices motivate employees to interact with others in controlling work outcomes as per organizational directives. The purpose of this study is to examining the relative importance of these factors in influencing performance appraisal system. This study utilized Analytic Hierarchy Process (AHP), an Multi-Criteria Decision Making (MCDM) methodology to evaluate and compare eight criteria (factors) namely that influence performance appraisal system. Based on extant literature, a questionnaire was developed for collecting data on a 9 point scale from 28 respondents using judgmental sampling in Kolkata to finding the relative importance of these eight criteria. This study reveals that while job knowledge and competence are significant predictors of appraisal outcomes, commitment emerges as a crucial differentiator, with high levels of commitment associated with more favorable performance evaluations. The findings suggest that employees who demonstrate strong commitment, in addition to possessing relevant job knowledge and competence, are more likely to receive positive performance appraisals, highlighting the importance of considering commitment

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