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Performance Appraisals and Staff Performance in Organisations: A Case Study of YMCA Kampala

The continued administration of staff appraisals on employees as a tool of increasing employee performance, without a proper analysis of whether or not the performance appraisal process still yields to this expectation, had created a complex situation for many people. In this regard, the researcher sought to establish if this process enhances staff performance, by studying salient aspects of the performance appraisal process. These included: setting performance standards and staff performance, communication of work expectations and staff performance, performance assessment and staff performance and the appraisal feedback in relation to staff performance. The researcher assessed and evaluated if, and how each of these elements bore effects, resulting into improved level of work performance. The researcher used cross sectional research designs and research tools such as observation, questionnaires and interviews and with efforts to mitigate the weaknesses of each so as to elicit accurate data. The researcher endeavoured to control the moderating variables, which can also enhance staff performance. The data were ultimately analysed quantitatively and qualitatively because concrete predictions in this research were not law-based. The findings were later collected, discussed, analysed and interpreted in different form of descriptions using the manual and electronic means. The general findings greatly inclined to the view that staff appraisals reinforce staff performance whether, positively through aroused interests and aspirations or, negatively due to the fear for loss of jobs and forms compensation. Besides, the efficiency of the managers or raters also determines the degree of performance appraisal success. This study also portrays the important elements that guarantee the effectiveness of a performance appraisal as a tool for reinforcing staff performance in an organisation.

Key words: Appraisal, Staff, Organisation, Performance