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**THE PERFORMANCE APPRAISAL SYSTEM OF  
FETA FREIGHT SYSTEM PHIL., INC.**

**CASE STUDY**

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**Cavite State University**

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**THE PERFORMANCE APPRAISAL SYSTEM OF  
FETA FREIGHT SYSTEMS (PHILS.), INCORPORATED**

**A Case Study  
Submitted to the Faculty of the  
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**In partial fulfillment  
of the requirements for the degree of  
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*The Performance appraisal system of FETA  
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## ABSTRACT

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A two-month case study was conducted to analyze and evaluate the performance appraisal system of the company. Specifically, it aimed to describe the organization and management of the company; describe the guidelines in evaluating employees performance; describe the activities done by the company in appraising the performance of the employees; and, identify the problems encountered and recommend possible solutions to the problems identified.

The study covered mainly the performance appraisal of the company. The limitation of the study was its selection of the five criteria in terms of performance quality, dependability, ability, mental capacity and loyalty/dedication as described in the performance appraisal such as employees performance, job description, appraisal interview, evaluation interview and constructive feedback.

The company's performance appraisal helped the employees to improve their work performance by providing feedback. It also motivated the employees since this served as a means of recognizing jobs which are properly done. FFSi practiced performance appraisal in making personnel decisions such as promotions, transfer and termination. As revealed by some employees, the performance evaluation process can be considered as sources of stress and dissatisfaction for both employees and the supervisor.

The different managers avoid arguments with their employees regarding the results of the evaluation.

The firm experienced a shortage of manpower in the operation department to monitor the arrival of shipment from abroad. To solve this problem, the company should conduct yearly manpower forecasting to determine the number of employees to be hired particularly in the operation department. Another problem pertains to the unavailability of trucks used by the operation department. To solve the problem, the company should have a fix contract with different trucking companies to avoid delay of deliveries.



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# **THE PERFORMANCE APPRAISAL SYSTEM OF FETA FREIGHT SYSTEMS (PHILS.), INCORPORATED<sup>1/</sup>**

**JR D. PEJI**

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<sup>1/</sup> A case study report presented to the faculty of Department of Management, College of Economics, Management and Development Studies, Cavite State University, Indang, Cavite, in partial fulfillment of the requirements for graduation with the degree of Bachelor of Science in Business Management (major in Marketing) with Contribution No. C - 2001 - BM - 010. Prepared under the supervision and guidance of Mr. Adonis N. Meñez.

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## **INTRODUCTION**

Employees are one of the factors that helps an organization to be more efficient in terms of operations. They are the hands of every company. Without these people working for the organization, there would be no company that would exist for such a long period of time. Being one of the factors that makes an organization work, employees must be given attention for them to be efficient and effective in performing their job.

One of the ways to motivate employees to do their best and be more responsible is by assessing and evaluating their work performance. It helps if employees know their standing with regards to performance. The assessment of performance helps to improve a person in his job and identify weaknesses.