

Post Appraisal Blues?

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Do most firms try to gauge feedback from their employees, post appraisals? Experts tell Yasmin Taj the various benefits of doing just that

Post appraisals, how many organisations ask themselves: are employees happy and motivated enough to continue performing? Ramesh Ajjampur, global delivery head, Mindteck points out, "The feedback helps the management understand issues, which are not known at their level. If you have a systematic approach, you will be able to segregate the issues into a few specific areas and we can address some of the common issues.

If there is some very specific feedback from an individual, we need to put it through the hierarchy." Expresses Ruhie Pande, head HR, Kaya Skin Clinic",.

The feedback gives every employee an opportunity to speak about their appraisal process and whether it is being followed in its true spirit across the organisation. In my opinion, the fact that the organisation is taking feedback and tackling relevant issues that come out of this immediately gives employees the confidence in the entire appraisal system.

If the feedback is acted upon in a timely manner, it can prevent potential attrition/disengagement." According to Kanthi D Suresh, managing director, Konnexions HR Pvt. Ltd, "Where organisations go wrong is in having a feedback only post-appraisal, where most reactions revolve around 'shock' and 'dis-belief'.

A continuous feedback system, say, on a quarterly basis, shows employees the right direction and guides them towards achieving their KRAs."

Taking feedback is one thing, and doing something about it is another, right? "The way to get concrete results is to intervene in a situation that has not gone as per the spirit of the process and set it right," suggests Pande. Ajjampur feels that it is the intention that matters the most.

"Once you are able to show some response for the feedback, you may not be able to correct it entirely, but your intention to gather the feedback and show some response on it will certainly have a positive impact on the employees and they will start believing in the organisation," he remarks. "Whether results can be changed, it really depends. In extreme cases where it really depends on the genuineness of the case, then it can be done," he concludes.