

Employee Evaluation and Organizational Efficiency in the Bayelsa State Ministry of Education

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Abstract

The paper examined the relationship between employee evaluation and organizational efficiency in Ministry of Education, Bayelsa State. Descriptive Survey Design was adopted Amongst 300 employees of Ministry of Education. 291 workers were randomly sampled. A closed-ended questionnaire was used as primary data collection tool and was analyzed via inferential statistics; Spearman Rank Order Correlation Coefficient with the aid of SPSS. The study adopted feedback and reward as the dimensions of employee evaluation. However, the study revealed that feedback and reward are statistically significant with quality service. It was recommended that the Ministry should put in place staff evaluation practices that is void of sentiment and favouritism but be fair, open and strategic.

Keywords: *Employee Evaluation, Organizational Efficiency, Feedback, Reward, Service Quality*

Introduction

Every firm is concerned with the performance of its personnel. Organizations strive to optimize employee performance. Therefore, it is necessary to devise a mechanism for evaluating employee performance. Employee assessment is a crucial HR practice dealing with assessing the performance of workers in an establishment. Evaluation of employees is the official appraisal and grading of persons by their supervisors in a review meeting or elsewhere (Armstrong, 2009). Kuvaas (2006) noted that employees are assessed in quality, quantity, cost, and time, as mechanism for work performance.

For many years, scholars have focused on employee assessment. A survey of the hundreds of publications written on the topic shows a great deal of concern over the causes of inefficient employee assessment. Numerous publications stressed managerial style and provided advice on how to evaluate workers (Najafi et al. 2011).

Employee assessment entails assembling, analyzing, and documenting staffer's information. The employee assessment focuses on measuring and enhancing the employee's actual performance as well as their future potential. Gomez-Mejia et al., (2007) avers Employee evaluation to include recognizing, scale, and harnessing human capacity efforts in businesses; it gives workers with helpful response and teaches them to perform greatly. The study utilizes the words "performance assessment" and "employee evaluation" interchangeably, defining employee evaluations as a method for systematically assessing a worker's level of performance (Akinbowale et al, 2002).

Dickinson (1993) underpinned employee evaluation as a vital aspect of organizational life since it satisfies myriad of purposes, such as resolving performance issues, establishing objectives, providing incentives and sanctions, and terminating employees (Dickinson, 1993). It is a potent instrument for calibrating, refining, and rewarding employee performance. It aids in analyzing his accomplishments and assessing his contribution to the realization of set objectives.

Organizational efficiency on the other hand encompasses a variety of complicated performance objectives, including customer service, dedication, and satisfaction (Sparrow, & Cooper, 2014). In addition to profitability which is a major evidence of firm's effectiveness, human capital helps goals achievement in utilizing resources effectively. Douglas et al. (2021) summarily described Organizational efficiency as how firms might accomplish its goals and objectives within minimal efforts and resources. On this note, the research effort is directed at establishing the link between employee evaluation and organizational efficiency, using feedback and reward as dimensions and service quality as measure for the independent variable (organizational efficiency).

Statement of Problem

Notwithstanding concerted research efforts to design workable employee assessment praxis, there is overwhelming evidence that the authorities are dissatisfied with the evaluation process. The primary cause of such discontent is the process complexity, which makes it impossible to design a thorough evaluation system (Akinbowale et al, 2002). The incompetence of the management in the assessment process is directly responsible for a number of the difficulties that plague the employees of state enterprises. The absence of smooth and credible evaluation in public organization such as Ministry of Education will produce negative output such as poor evaluation result, redundancy in process, waste of resources, nepotism, favouritism etc. This study is hereby carried out to examine employee evaluation and organizational efficiency in Ministry of Education, Bayelsa State.

Objective of the Study

The researchers' intention is to investigate employee evaluation and organizational efficiency in Ministry of Education, Bayelsa State. Specifically, the study is to:

1. scrutinize the link between feedback and service quality
2. Ascertain the link between reward and service quality

Research Questions

1. What is the extent of correlation between feedback and service quality?
2. What is the significant link between reward and service quality?

Research Hypotheses

H₀₁: Feedback is not significantly correlated with service quality

H₀₂: Reward and service quality are not significantly related

Employee evaluation

Employee evaluation is described as a formal engagement between a subordinate and superior for interview where subordinate's job performance is appraised (Ayub & Raff 2011). The major focus is on identifying problems and strengths, as well as improvement and skill building possibilities of staffers (Aguinis, 2007). An employee evaluation entails assessing work performance, which mostly highlights an essential aspect of the employee evaluation process without elaborating on the precise

procedures utilized for measurement (Kavanagh, Benson & Brown, 2007). Shen (2004) defines employee assessment as the process of recognizing, observing, assessing and improving an organization's human resources. To be effective, the performance evaluation system must be acknowledged and supported by its personnel. Additionally, employee assessment involves the supervisor's judgment and appraisal of the subordinate's performance. Evaluation of employees is a vital component of the Human Resource Management system. An organization employs the employee evaluation system in order to distribute incentives for the employee, provide growth suggestions and acquire their viewpoints and perceptions of fairness about their work, department, supervisors, and organization (Ochoti, et al 2012).

Employee evaluation is an ongoing process of communication between employees and managers. Supervisors establish expectations, assess employee performance, and offer comments. They direct and create quality service by recognizing training and development requirements, determining increase and promotions, and rectifying errors (Walsh, 2003).

Organizational efficiency

Organizational efficiency refers to the extent to which a company achieves its set objectives with the resources and methods at its disposal, without imposing an excessive load on its members. Efficiency focuses mostly on the ideals and actions of the company's human side. It is the capacity of an individual to complete a task within the allotted time limit (Sule-Dan & Ilesanni 2015). Organizational efficiency evaluates the popular notions of what enables an organization to achieve its desired outcomes, including both the methods and the objectives (Holbeche, 2016). Human Resource practices that result in the selective hiring of personnel, performance based compensation, and improved employee participation lead to higher levels of organizational efficiency.

Otoo(2019) explored the mediating function of employee skills in the relationship between human resource development (HRD) strategies and organizational success. The research assessed organizational performance using the conflicting values method, the strategic constituency approach, the system resource approach, and the goal achievement strategy. The study found that HRD practices affect organizational success through impacting employee competencies, and that employee competencies serve as a mediator between HRD practices and organizational performance.

Methodology

Survey Research Design was adopted with 300 employees of Ministry of Education as population size. 291 sample sizes was derived using Taro Yamane sampling determination formula. A closed-ended questionnaire was used as instrument for data collection and analyzed with Spearman Ranking Order Correlation Coefficient.

Findings and Discussion

Data collected was analysed and tested using Spearman Rank Correlation Coefficient with the aid of SPSS.

Correlation outcome between feedback and quality service

		Correlations	
		Feedback	Quality service
Spearman's rho	Feedback	Correlation Coefficient	1.000
		Sig. (2-tailed)	.000
		N	291
	Quality service	Correlation Coefficient	.622**
		Sig. (2-tailed)	.000
		N	291

** . Correlation is significant at the 0.01 level (2-tailed).

SPSS, 2022.

The result above indicates $\rho = .622$, it shows a significant relationship between feedback and quality service. It is also significant @ $[p = 0.00 < 0.01]$. This means that there is a significant relationship between feedback and quality service.

Correlation outcome between reward and quality service

		Correlations	
		Reward	Quality service
Spearman's rho	Reward	Correlation Coefficient	1.000
		Sig. (2-tailed)	.000
		N	291
	Quality service	Correlation Coefficient	.714**
		Sig. (2-tailed)	.000
		N	291

** . Correlation is significant at the 0.01 level (2-tailed).

SPSS, 2022.

The result in table above, with $\rho = .714$, shows a significant relationship between reward and quality service. It is also significant @ $[p = 0.00 < 0.01]$. This implies that the null hypothesis stated above is rejected. This means that there is a significant relationship between reward and quality service. The result is in conformity with the findings of Otoo (2019) who found that HRD practices affect organizational success through impacting employee competency which serve as a mediator between HRD practices and organizational performance.

Conclusion

This study was set-out to examine the relationship between employee evaluation and organizational efficiency in Ministry of Education, Bayelsa State. The study dimensions are feedback and reward under the independent variable (employee evaluation) and quality

servicewas adopted as the measure of the dependent variable (organizational efficiency). The paper concludes that feedback and reward is statistically significant with quality service based on the statistical outcome.

Recommendations

1. The Ministry should establish a credible employee evaluation process which should be fair and open to reward employees accordingly.
2. It is important to initiate feedback mechanism as soon as appraisal exercises have been practice within the public organization, because it will serve as motivating factor to stir employees to improve their performance and efficiency.

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