

EFFECTIVE PERFORMANCE MANAGEMENT PRACTICES AT CAPE COAST METROPOLITAN ASSEMBLY, GHANA

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ABSTRACT

Performance management is the continuous process of identifying, measuring, and developing the individuals and teams; aligning their performance with the organization's goals (Dessler, 2011). Performance management helps to rate the performance of the employee and evaluate their contribution towards organizational goals achievement. However, few studies have been done in this area. This study therefore aimed to evaluate the effectiveness of performance management practices (PMP, hereafter) at Cape Coast Metropolitan Assembly, Ghana. The study identified the nature of performance management practices, strength and weakness, challenges and measures to improve the practices. Using case study as a research design, a well-structured thirty-one (31) items questionnaire was designed to solicit information from two hundred (200) sample size respondents in Cape Coast Metropolitan Assembly. SPSS was the main analytical tool used to describe the data quantitatively. Reliability of the questionnaire items was significant using Cronbach's Alpha. The study revealed that, the nature of performance management practices should have a defined system, clear performance appraisal procedure and effective feedback control systems. Also, insufficient staff training was identified as a weakness of performance management. However, the study recommended that sufficient training and support be given to employees to improve upon their abilities and be abreast with current trends within the workplace. Again, Systematic and flexible feedback channel should be instituted.

Keywords: Performance Management Practice, performance management system.