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SVKM'S

Narsee Monjee Institute of Management Studies

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Performance Appraisal Method at UnitedHealth

UNITEDHEALTH GROUP®

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ACKNOWLEDGEMENT

In pursuing and completion of my PGDBM and other commitments, I undertook the task of completing my Project on “**Performance Appraisal Method at UnitedHealth**”. To this and I would like to thank and convey my gratitude to the people who guided me to accomplished this wonderful study.

I also record my thanks to all the employees, ex-employees, and customers of **UnitedHealth**, some of whom were frank and forthright and a few who were slightly apprehensive but nevertheless gave me their full co-operation. To all those I owe a debt of gratitude.

Finally, I also acknowledge with deep gratitude, the immense support I received from my family members who have always enhanced me and have been a source of inspiration and help in continuing my effort.

Last but not the least my special thanks to all those who have given all the secretarial support – despite all other commitments.

*****Student Name*****

Chapter 1: Objectives of the Project

- To review the performance for team member over a given period of time.
- To analysis the gap between the actual and the desired performance.
- Helps to relationship strength and communication between team member
- To diagnose the strengths and weaknesses for team member.
- To present a team member with feedback on their previous performance.
- Provide information for help in the other personal decisions in the organization.
- Provide each team member with a clear understanding of their expectations and responsibilities.
- To judge the effectiveness of the other hr functions of the organization such as recruitment, selection, training and development.
- To reduce the team member grievances.

Chapter 2: Scope of the Project

- The management can identify the team member opinion of the existing performance appraisal system.
- The study can be used to make the present appraisal system more effective and satisfied among team member.
- It could be used to identify training and development needs for the individual team member and the organization as a whole.

Chapter 3: Executive Summary

UnitedHealthcare is committed to increasing the value of health care for consumers by lowering total costs of care, improving quality of care, enhancing health and wellness, and simplifying the health care experience. Customers are served by UnitedHealthcare's four firms.

Continue 2 page more.

Chapter 4: Literature Review

Performance management system (PMS) is another way of envisioning the totality of a manager's function. It takes a comprehensive approach to management, rather than treating it as a collection of activities that most managers perceive and carry out as their primary responsibility. It gives managerial operations a systemic dimension, emphasizing their mutual interaction and interconnectedness. It highlights the dynamic, sequential, and cyclical nature of these activities, which is critical for realising their synergistic potential, which is the source of high performance and excellence. It also explains why concentrating on just one or a few of these activities does not produce the desired results.

Continue 20-page...

Chapter 5: Methodology

Research is an instructional activity and term should be employed in a technical sense. In line with Clifford, research includes process and redefining downside, formulating hypothesis or advised solutions; assembling, organizing and evaluating data; creating deductions and research conclusion; and finally fastidiously testing the conclusions to see whether or not they match the formulating hypothesis.

Continue 2-page mores

Chapter 6: Data Collection and Analysis

The task of data collection begins after a research problem has been defined and research design / plan chalked out. While deciding about the method of data collection to be used for the study, the researcher should keep in mind two types of data i.e. Primary data as well as Secondary data.

Continue in 15 pages.

Chapter 7: Finding

1. 55% (Majority) of respondents are female.
2. Most of the respondents (33%) belong to the age group range 30 to 35.
3. 53% of the respondents have above 5 to 10 years of work experience.
4. Majority (49%) of the respondents are under graduates.
5. All respondent have undergone performance appraisal program every year.

Continue 500 words more.

Chapter 8: Conclusion

Performance appraisal may be understood as the judgment of an individual's performance in a systematic way. Continue....

Chapter 9: Recommendations

- Career planning should be made known to all team members.
- More

BIBLIOGRAPHY

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APPENDICES

Dear Friend,

As you know, with Liberalisation and Globalisation our economy is opening up to severe competition both internally and externally. In its wake competitiveness assumes immense importance.

To become competitive, optimization of all resources particularly effective market strategies has become the key word. Productivity and Satisfaction of the employees and consumers has become one of the prime concerns of all managers so that the output can be maximized with least inputs.

As part of my PGDBM, I have chosen the project objective as “**Performance Appraisal Method in UnitedHealth**” For this; I am interested in getting your valuable responses to the Questionnaire that follow.

All responses to the Questionnaire are to be utilized only for this project and also in an aggregated form. It is not necessary for you to reveal your identity should you desire. However, it is of utmost importance that your responses are frank, forthright and reflect your true opinion. Specifically, I seek your kind co-operation in adhering to the following points:

1. Please give your responses to all Questions / Statements and do not leave any of them blank.
2. Please tick mark (✓) your response in only one of the columns against each Question / Statement.
3. There is no right or wrong responses to the Questions / Statements that follow in the Questionnaire. What is important is your own personal frank and forthright opinion on various aspects.

Yours sincerely,

Name

QUESTIONNAIRE

Please tick mark (✓) your response in one of the columns only.

- Gender : Male Female
- Age group : 20 – 30
 31 – 40
 41 – 50
 51 – 60
- Experience : Less than 3 years
 4-8 Years
 9 – 15 Years
 More than 15 Years
- Qualification : _____

1. How many times dose performance appraisal takes place in your organization?

- a) Once a year
- b) Twice a year
- c) No specific time

Total 29 Questions

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