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**Narsee Monjee Institute of Management Studies**

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## Performance Appraisal Method at UnitedHealth

UNITEDHEALTH GROUP®

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### **Submitted By**

Name: \*\*

Course Name: \*\*

**2023**

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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**

### **BOOKS**

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### **WEBSITE**

[www.fortune.com](http://www.fortune.com)

[www.citehr.com](http://www.citehr.com)

[www.performance-appraisal.com](http://www.performance-appraisal.com)

[www.uhc.com](http://www.uhc.com)

[www.unitedhealthgroup.com](http://www.unitedhealthgroup.com)

## 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**

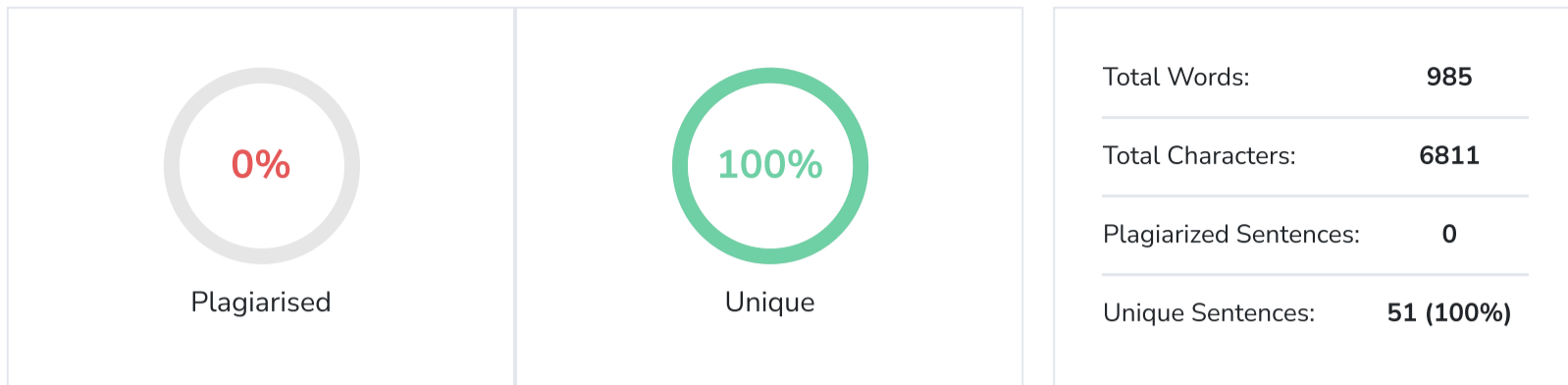
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### Chapter 1: Objectives of the Project

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### 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.

#### UnitedHealthcare Employer & Individual

UnitedHealthcare Employer & Individual provides a broad range of consumer-oriented health benefit plans and services for big national organisations, public sector employers, mid-sized enterprises, small businesses, and individuals to more than 26 million Americans.

#### UnitedHealthcare Medicare & Retirement

UnitedHealthcare Medicare & Retirement is committed to the health and well-being of the 13 million Medicare-eligible seniors and others.

#### UnitedHealthcare Community & State

UnitedHealthcare Community & State is committed to providing a wide range of health care benefit products and services to 7.1 million Americans through programmes that help the economically disadvantaged, the medically underserved, and those who do not have access to employer-sponsored health insurance.

UnitedHealthcare Global

UnitedHealthcare Global provides medical and dental benefits to 7.6 million people in more than 150 countries who live, work, or travel. Individuals and their families, as well as global and local businesses, governments, insurers and re-insurers, are served by this company.

The process of acquiring, analysing, and documenting information on an employee's relative worth is known as performance appraisal. The purpose of a performance appraisal is to assess and improve an employee's current performance as well as his or her future potential. Its goal is to assess an employee's performance.

It is the best tool for calibrating, refining, and rewarding an employee's performance. It helps in the analysis of his accomplishments and the assessment of his contribution to the attainment of the organization's overall objectives.

Performance appraisal goes to the heart of personnel management and reflects the management's interest in the progress of the employees by focusing the attention on performance.

#### 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.

#### Functions of Performance Management System

Distinct organisations require different functions from performance management systems. The essential roles of PMS are listed below:

- Assists employees in understanding the organization's mission, vision, strategy, and values in order for them to achieve the same.

- As the deficiencies are identified, it aids in the improvement of various business processes.

- Assists in attracting and maintaining talent inside the business, as well as the development of a rigorous talent review system.

- As part of the performance development tool, facilitates competency mapping, identification of training and development needs, and execution (employees have the competencies to meet both the present and emerging requirements of the organization).

- Assists management in confirming their recruitment and selection procedures and processes.

- Assists employees in realising their full potential and striking a work-life balance.

- Enhances an organization's ability to adjust quickly by revealing the gap between potential and current capabilities.

- Assists with the transition from collective bargaining to individual relations, with a focus on employee growth and development.

- Assists in the examination of organisational structure and succession planning, allowing for long-term organisational competitiveness, innovation, and minimal staff turnover.

- Develops intellectual capital not only at the executive level, but also at the front lines.

Eighty-five percent of the organisations with performance management systems had performance pay, and seventy-six percent graded performance. The focus was on goal-setting and review, which, as the report's authors pointed out, "leaves somewhat of a hole when it comes to identifying long-term development requirements."

#### Competency-based PMS

Performance management is a planned and comprehensive strategy to helping firms achieve long-term success by increasing employee performance and growing the capabilities of teams and individual contributors. Performance management's most significant purpose is probably development. Outputs - the achievement of results - and outcomes - the impact on performance - are both addressed by

performance management. However, it is also concerned with the processes that must be followed in order to reach these results, as well as the capabilities (knowledge, skill, and competence) that must be provided by the teams and individuals involved.

Rather of being viewed as a single system, performance management is viewed as a collection of interconnected operations. As a result, performance management was frequently found to be closely linked to communication methods, competency development, job design and evaluation, payment systems, and motivation techniques.

