

**AN INVESTIGATION INTO THE IMPACT OF PERFORMANCE DEVELOPMENT REVIEW ON  
EMPLOYEE CAREER DEVELOPMENT AND SATISFACTION AT GLOBAL BANK**

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## ABSTRACT

Career development and satisfaction are reasons that employees stay committed to organisations and strive to achieve high performance at all times. Progressive development is central to basic needs that employees require in their employment journey. Some employees use platforms like the performance and development process in order to grow their careers. This research aimed to discover the impact of performance development review (PDR) on employees' career growth and satisfaction which is important to see if human resource policies are adequate and effective. It is interesting to explore the challenges employees face with self-development and accessibility to career development and growth opportunities in an organisation. This would ultimately either provide improvement mechanisms to the process or classify the process as obsolete and insignificant. The problem is that the principles, processes and values of PDR are not effectively and efficiently implemented to strike a balance or common understanding between employee and manager. Perception and misunderstanding to the process then emerge to bring discomfort and instability to the employees' wellbeing and also hinders competitiveness of the organisation. It is therefore a problem when satisfaction and commitment are absent, where opportunities for career growth and development opportunities are limited, and, where the relationship between manager and employee is unfounded. The results reveal that PDR is not purposeful and aiding to career development and satisfaction and in fact perceived as a negative process. Employees have expressed their interest to accessing career development opportunities which include having mentors and career coaches. A distinction between PDR and career development has been stipulated in order to bring structure, process and clarity on each activity.

**Keywords:** Performance management, career development activities, career coaching and mentorship, career wellness

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