

1-1 Introduction

The key concern for management today is evaluating how effectively employees are utilizing their current skills and the extent to which they are achieving desired outcomes. This ensures that team members are performing their designated tasks and that their performance metrics are directly linked to organizational success. These activities are assessed through a performance management program. As organizational learning evolves, human resource management plays an increasingly significant role in shaping performance measurement as a feedback mechanism for overall company progress.

In today's knowledge-based economy, the rapid changes driven by digitalization and globalization necessitate new ways of thinking to ensure long-term sustainable business practices, thereby strengthening organizations. Identifying and engaging employees' talents is a primary objective for organizations. Simultaneously, employees seek opportunities for skill development and evidence of personal

growth (Nikolić et al., 2020). Enhancing intellectual skills through organizational culture and professional feedback is one such opportunity. Feedback should always function as a two-way dialogue, fostering development for both individuals and businesses. A consistent feedback culture accelerates growth and improvement. Effective two-way communication between employees and managers promotes strong relationships and motivates employees to excel. Embracing feedback and making necessary adjustments instills a sense of responsibility and recognition in their roles (Sen, 2017). Management must utilize feedback as a crucial tool for effective communication across all channels. Leaders need to adopt innovative thinking and communication strategies, such as active listening and feedback, to achieve synergistic and efficient results. When managers receive reliable feedback, they enhance their communication effectiveness, leading to greater success in 21st-century business environments.

1-2 Problem of statement

This research aims to examine the role of employee feedback mechanisms in boosting organizational performance and to contribute to the existing literature by investigating how feedback impacts individual performance in the context of overall organizational improvement. The study seeks to explore how organizational culture, the operating environment, and employees' attitudes towards feedback influence and enhance employee performance.

From the study problem, several questions arise, including:

- How do different types of employee feedback mechanisms (formal vs. informal) impact overall organizational performance?
- What is the relationship between the frequency of employee feedback and employee engagement and productivity within an organization?
- How does the integration of employee feedback into organizational decision-making processes influence innovation and efficiency?

- What role does the quality of feedback (constructive vs. general) play in employee development and subsequent organizational success?

1–3 Study of Objectives:

- To determine whether there is a positive relationship between employee feedback and organizational performance.
- To find out whether employees derive job satisfaction from extrinsic job rewards or from intrinsic job rewards.
- To find out the most satisfying event for an employee in the job and the rate of employee turnover.
- To determine the impact of various factors such as employee experience, age, gender on employee job satisfaction and organizational policies that affect employee satisfaction.
- To determine how organizational performance can be enhanced due to employee satisfaction.