IDENTIFY THE EMPLOYEES' PERFORMANCE GAP BETWEEN GENERATION 'X' AND GENERATION 'Y' IN CENTRAL FINANCE COMPANY PLC IN NORTH CENTRAL PROVINCE

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ABSTRACT

As per this study, the main objective is to identify the employees' performance gap between generation 'X' and 'Y' in Central Finance Company PLC in North Central Province. Generation gap in employees' performance is nothing new, but it difficult to reconcile in the organization. Make reasonable attention to generational differences will make any company more efficient, the critical management will involve understanding generational differences in order to strengthen work relationship between and among employees especially between Generation 'X' and Generation 'Y'. Generational differences are important to understand because generational diversity can affect work relationships and the effectiveness of communication, engagement, and performance management strategies.

The researcher has considered whole population of 156 employees and selected the sample as 68 employees from each generation. Further, the data were collected through Quota Method of Sampling and analyzed through SPSS.

Given that Gen 'Y' members are likely to work closely with Gen 'X' members, the present study explored possible differences between Gen 'X' and Gen 'Y' on their work values and technology usage. Difference between Generation 'X' and 'Y' work values and Technology usage on employees' performance of financial company of Central Finance Company PLC was examined from this research.

This research was contributed to identify the performance gap between generation 'X' and generation 'Y'. This research found that there is difference between Gen 'X' and Gen 'Y' on Employees' Performance, Work Values and Technology usage. In this research found there is a negative relationship between technology and performance. Reason for that was the researcher in this research consider mobile phone usage and social media usage under technology usage. And also, this research identified there is a negative relationship among work values and performance. This study is quantitative and structured questionnaire was used to gather the relevant data and the data analyzed using independent sample t-test and bivariate analysis were used.

Key Words: Generation 'X', Generation 'Y', Performance, Technology Usage and Work Values

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