

# **Performance Appraisal System in Indian Software Industry Libraries: A Study with Special Reference to Karnataka State**

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## **ABSTRACT**

*Information technology (IT) libraries are always been concerned with the collection, organization, storage and retrieval of recent and special information, in order to respond to user's queries. It was also often being noted that new technologies for the generation, distribution, processing and storage of information have brought changes in the nature, volume, and format of that information. So it creates increased pressure over the years. It is assumed that better performance appraisal can have a positive impact on employee job satisfaction. Hence, organization should provide good salary and fringe benefits to the employees through proper performance appraisal. It aims at improving the organization's performance through the enhanced performance of its employees. Considering above facts an investigation has been conducted to be acquainting with the performance appraisal system followed in Software industry libraries. This research paper explains the few demographic characteristics, frequency, communication and satisfaction on existing performance appraisal standard in software industry libraries.*

**KEYWORDS:** Software industry, IT Library, HRM, Performance Appraisal, Special Library.

## **1. INTRODUCTION**

Software industry libraries are always being concerned with the collection, organization, storage and retrieval of recent and special information, in order to respond to user's queries. It was also often being noted that new technologies for the generation, distribution, processing and storage of information have brought changes in the nature, volume, and format of that information. So it creates increased pressure over the years. This increasing pressure can be controlled from giving adequate training to library professionals at regular intervals. The role of Software Industry librarian in the exponentially growing digital environment has become quite challenging. The existing skill and knowledge of research library professional do not serve the changing information needs and

growth of library services. In recent years' library professionals are forced to adopt all modern tools of ICT based on their user's expectation & future needs. It is assumed that better performance appraisal can have a positive impact on employee job satisfaction. Hence, organization should provide good salary and fringe benefits to the employees through proper performance appraisal. Performance appraisal is one of the oldest and most universal methods of human resource management. Performance appraisal is a systematic process to evaluate the performance of an employee for specific period through standard methods like ranking, grading, comparison method etc. The main objectives of employee's performance appraisal are to motivate the employee to enhance the performance, maintain an inventory and quality in employees, set targets and goals as per performance standards, evaluate employee performance, identify training and development needs and reward performance. Performance appraisal also influences other human resource practices such as recruitment and selection, training and development, compensation, and employee relations. It is assumed that better performance appraisal can have a positive impact on employee job satisfaction. Considering above facts an investigation has been conducted to be acquainting with the performance appraisal system followed in Software industry libraries.

## **2. OBJECTIVES OF THE STUDY**

- ❖ To explore the demographic status of Software industry libraries of Karnataka state.
- ❖ To examine the Software industry library professional's satisfaction on performance appraisal system in organization.
- ❖ To identify the performance appraisal standards followed in Software industry libraries.
- ❖ To know the male and female professional's ratio in Indian Software industry libraries.
- ❖ To identify the social background and marital status of Software industry libraries.
- ❖ To determine the performance appraisal frequency in Software industry libraries.
- ❖ To assess the response on reviewing biased Performance Appraisal Content

## **3. NEED OF THE STUDY**

The need of this study is to assess the performance system in Software industry libraries in Karnataka State, India with a view of identify nature of performance appraisal system, satisfaction of employees and review of it.

## **4. SCOPE AND LIMITATION OF THE STUDY**

The present study is designed to analysis of performance appraisal system in Software industry libraries of Karnataka state, INDIA only.

## **5. METHODOLOGY**

In order to achieve the objectives of the study survey research and questionnaire method was used for this study. Data is collected mainly from primary source and random sampling method was adopted to collect the data. A structured close ended questionnaire was designed for the study and it was distributed among software technology library professionals of Karnataka State.

## 6. DATA ANALYSIS AND INTERPRETATION

The researcher attempted to ensure a sample that would represent the population and hence selected simple random method for the study. The questionnaires were distributed to the professionals and were given enough time to go through it and respond to the questions therein. The data collected were tabulated and analyzed statistically using appropriate descriptive techniques included in Software Package for Social Sciences (SPSS) V.20.

**Table-6.1:** Distribution of Questionnaire and Response Received

Nature of Library	Number of Questionnaires		Percentage of Response
	Distributed	Received	
Software Industry Library	80	57	71.3%

Data in Table-6.1 demonstrates that among total of 115 software industry library professionals, 80 questionnaires were distributed and managed to collect 57 filled questionnaires back with overall response rate of 71.3%.

**Table-6.2:** Distribution of Professionals by Gender

Nature of Library	Gender		Total
	Male	Female	
Software Industry Library	33 (57.9%)	24 (42.1%)	57 (100%)

It is witnessed from the table-6.2 that, majority of 33 (57.9%) of professionals, belongs to male category and 24 (42.1%) of professionals are female's category in software industry libraries.

**Table -6.3:** Distribution of Professionals by Age

Nature of Library	Age (in Years)				Total
	Less than 30 Years	31-40 Years	41-50 Years	51 & Above Years	
Software Industry Library	02 (3.5%)	42 (73.7%)	10 (17.5%)	03 (5.3%)	57 (100%)

Table-6.3 found that, 42 (73.7%) of professionals are in age group of 31-40 years, followed by 10 (17.5%) respondents are 41-50 years, 03 (5.3%) professionals are 51 and above years' age group and remaining 2 (3.5%) of respondents are in less than 30 years of age group respectively.

**Table-6.4:** Distribution of Professionals by Marital Status

Nature of Library	Marital Status		Total
	Married	Unmarried	
Software Industry Library	49 (86%)	08 (14%)	57 (100%)

Above table-6.4 articulates that, maximum number 49 (86%) of professionals are married and 8 (14%) are unmarried in software industry libraries.

**Table-6.5:** Distribution of Professionals by Social Background

Nature of Library	Social Background			Total
	Urban	Semi-urban	Rural	
Software Industry Library	15 (26.3%)	26 (45.6%)	16 (28.1%)	57 (100%)

It is clear from table-6.5 that, large number 26 (45.6%) of software industry library professionals are belongs to semi-urban category preceded by 16 (28.1%) are rural and 15 (26.3%) of professional’s urban background.

**Table-6.6:** Existence of Standard Performance Appraisal System

Nature of Library	Existence of Standard PA System		Total
	Yes	No	
Software Industry Library	57 (100%)	0 (0%)	57 (100%)

Data in the table-6.6 enlightens the reaction of respondents on existence of standard performance appraisal system in Software industry organization. It is understood from the above table that 100% percentage of respondents opined their organizations have standard performance appraisal system. From the above analysis in brief it can be established that, standard performance appraisal system is very well established in Software industry organization.

**Table-6.7:** Satisfaction on Performance Appraisal (PA) Standards

Nature of Library	Satisfaction on Performance Appraisal Standards		Total
	Yes	No	
Software Industry Library	49 (85.96%)	08 (14.04%)	57 (100%)

Table-6.7, it depicts that, majority 49 (85.96%) of respondents expressed their satisfaction and 08 (14.04%) of respondents expressed their dissatisfaction. On the basis of above analysis, it may be concluded that, out of total respondents more than third of respondents have expressed their satisfaction about existing performance appraisal system. Satisfaction of respondents on performance appraisal in organization of the study is similar to the study conducted by Gowda (2009). In this study, it is found that respondents were satisfied with performance evaluation. Similarly, Baro, Fyneman and Zukemefa (2013) study also revealed that catalogers of university libraries in Nigeria were satisfied with performance evaluation system.

**Table-6.8:** Communication of Performance Appraisal (PA) Content

Nature of Library	Communication of PA Content		Total
	Yes	No	
Software Industry Library	56 (98.2%)	1 (1.8%)	57 (100%)

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On the basis of communication of performance appraisal report content to respondents in special libraries, it can be articulated from the table-6.8 that, out of total 57 respondents' 98.2% of respondent's opined performance appraisal content is communicated and 1.8% opined not communicated.

**Table-6.9:** Organization Response on Reviewing Biased Performance Appraisal Content

Nature of Library	Reviewing Biased Performance Appraisal Content		Total
	<i>Yes</i>	<i>No</i>	
<b>Software Industry Library</b>	36 (63.2%)	21 (36.8%)	57 (100%)

Taking in to consideration of organization response on employee's dissatisfaction about reviewing biased performance appraisal content, it can be witnessed from the table-6.9 that majority 36 (63.2%) of respondents conveyed their satisfaction and 21 (36.8%) of respondents conveyed dissatisfaction

**Table-6.10:** Frequency of Performance Appraisal (PA)

Nature of Library	Frequency of Performance Appraisal (PA)				Total
	<i>Quarterly</i>	<i>Half Yearly</i>	<i>Annually</i>	<i>Others</i>	
<b>Software Industry Library</b>	02 (3.5%)	0 (0%)	55 (96.5%)	0 (0%)	57 (100%)

Table-6.10 reveals the opinion of respondents on frequency of the performance appraisal. It can be highlighted from the above table that, 96.5% of respondent's performance is evaluated annually.

## **7. RECOMMENDATION AND CONCLUSION**

In the age of digital environment, the Software industry library professionals also understand the need to improve and provide up-to date information service to meet the requirements of the users. Performance appraisal is a key issue of career development of every employee in an institution. In order to facilitate quality services to the library users especially in this information explosion. Hence, concerned Software industry library authorities should properly respond to employee's unhappiness on performance appraisal system or individual appraisal report. In order to resolve this issue there should be proper discussion with employees before framing performance appraisal standards and made the appraisal system more transparent.

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