PREFACE

The performance appraisal is the process of assessing employee performance by way of comparing present performance with already established standards which have been already communicated to employees, subsequently providing feedback to employees about their performance level for the purpose of improving their performance as needed by the organisation, subsequently to decide whether training is needed to particular employee or to give promotion with additional pay hike. Performance appraisal is the tool for determining whether employee is to be promoted, demoted or sacked in case of very poor performance and no scope for improvement.

Employees are performing well when they are productive. Productivity implies both concern for effectiveness and efficiency, effectiveness refers to goal accomplishment. However it does not speak of the costs incurred in reaching the goal. That is where efficiency comes in. Efficiency evaluates the ratio of inputs consumed to outputs achieved. The greater the output for a given input, the greater the efficiency. It is not desirable to have objective measures of productivity such as hard data on effectiveness, number of units produced, or percent of crimes solved etc and hard data on efficiency (average cost per unit or ratio of sales volume to number of calls made etc.).

In addition to productivity as measured in terms of effectiveness and efficiency, performance also includes personnel data such as measures of accidents, turnover, absences, and tardiness. That is a good employee is one who not only performs well in terms of productivity but also minimizes problems for the organisation by being to work on time, by not missing days, and by minimizing the number of work-related accidents.
Research is not an existing bag of techniques. Research is not a fishing expedition or an encyclopedic gathering of assorted facts. It is a purposeful investigation providing a structure for diagnosis of the problem.

There are three parts involved in any research:

1. The implicit question posed or the problem raised.

2. The explicit answer or the solution proposed.

3. Collection, analysis and interpretation of the information leading from the question (problem) to the answer (solution). This third part is the defense that justifies the recommendation and is viewed as research.

The present study aims at studying the comparative study of performance appraisal system in public and private sector banks. This study also sheds light on the opinion of the performance appraisal tools of the selected banks.

This research study has total five chapters, of which details is as follows:

The first chapter gives a broad overview of performance appraisal system.

The second chapter providing sketch on profile of selected banks.

The third chapter defines the research methodology used in the research.

Chapter fourth chapter focuses on the analysis and interpretation of collected data.

Chapter fifth shows major finding, suggestions and limitations of study.