**CHAPTER ONE**

**INTRODUCTION**

1. **Background Of The Study**

Performance evaluation refers to all the formal procedures used to evaluate an individual, his contributions and potential. In other words, it is to plan and measure the performance of an individual in terms of the requirement of the job or it is a process of finding out how effective the organization has been at hiring and placing an employee.

Performance evaluation or appraisal is a formal system of review and evaluation of individual or team task performance. While evaluation of team performance is critical when teams exist in an organization, the focus of performance appraisal in most firms remains on the individual employees. Regardless of the emphasis, an effective appraisal evaluates accomplishments and initiates plans for development, goals and objectives.

In this information technology era, employee appraisal and assessment can be evaluated using software systems. This will enable information about the performance of employees to be easily evaluated and saved to a database for future retrieval.

In this research, we are proposing a web-based performance evaluation system that is transparent and reliable. The evaluation method that we will be using is the Rating Scale Method where attributes like attitude, performance on a job, regularity, accountability, and sincerity, etc are rated on a scale of one to ten, a rating score of one indicates a very negative feedback, while ten indicates very positive feedback , the feedback will be got from the employee’s colleagues, customers, superiors and subordinates. (Archer, 2000).

**1.1 Problem Statement**

The System of evaluation currently in use by most organisations is more like an electronic equivalent of the manual method of performance evaluation, the system is basically a repository of appraisal data for management to use in decision making, the system has no internal mechanism for making sense of the data stored in its database.

**1.2 Aim And Objectives Of The Study**

The aim of the study is to develop a web-based performance evaluation system for employee management. The following are the objectives of the study:

1. To develop a computerized system to aid in the evaluation of employee performance.
2. To design a system that will make the finding of employee performance information easy.
3. To implement a database system that will maintain records of employee performance.  
     
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**1.3 Significance Of The Study**

The study is significant to progressive organizations because it will provide an online system that will aid in maintaining an accurate record of employee performance, it will provide a system that will enable information related to employee performance to be easily retrieved. The study will also serve as useful reference material to other researchers seeking similar information.

**1.4 Scope Of The Study**

This study covers the implementation of a performance evaluation system for employee management, the proposed system can:

1. Store staff performance information in the database.
2. Can process staff data to determine performance level.
3. Can make a decision and recommend actions to be taken based on the conclusion reached

**1.5 Limitations Of The Study**

The proposed system has the following limitations:

1. The proposed system does not enforce the auditing of performance information of the employee and hence does not totally eliminate bias in the data.
2. Very limited access to employee dataset to use as training data.
3. The time frame for start to completion of the research work is very limited and hence we could not go into some depth of the study.

**1.6 Definition Of Terms**

**Appraisal:** evaluation or judgment or opinion of something or somebody, especially one that assesses effectiveness or usefulness

**Performance Appraisal:** Performance appraisal is a review and discussion of an employee’s performance of assigned duties and responsibilities.

**Training:** The process of teaching or learning a skill or job to become more effective or productive in the execution of one or more task.

**Employees:** Refers to a paid worker in a private organization or public parastatal.

**Performance:** Pertains to working effectiveness, the way in which somebody does a job, judged by its effectiveness

**Assessment Evaluation:** a judgment about something based on an understanding of the situation.

**Decision support system:** an information system that supports business or organizational decision-making activities.

**Algorithm:** a process or set of rules to be followed in calculations or other problem-solving operations, especially by a computer.

**Decision:** a conclusion or resolution reached after consideration.

**Database:** a structured set of data held in a computer, especially one that is accessible in various ways.

**Fuzzy Logic:** this is an approach to computing based on "degrees of truth" rather than the usual "true or false" (1 or 0) Boolean logic on which the modern computer is based

**Knowledge-Base:** the underlying set of facts, assumptions, and rules which a computer system has available to solve a problem.

**Method:** a particular procedure for accomplishing or approaching something, especially a systematic or established one.

**Rating:**a measurement of how good or popular someone or something is.

**Programming:** this involves tasks such as analysis, generating algorithms, profiling algorithms' accuracy and resource consumption, and the implementation of algorithms in a chosen.

**PHP:** stands for Hypertext Preprocessor, a server-side scripting language for building dynamic web applications.