

A Contrastive Study on Employee Performance and Benchmarking in the Selected IT Industry

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Abstract: *Benchmarking is agitating the employee's target and performance of the IT industry. The study analyses the employee performance and benchmarking in a disparate sectors in a specified roles. Employee performance is mainly based on the skills, talents, and leadership are the major part to achieve the benchmark in the IT industry. Especially in IT sectors is figuring out the statistical range as 80% globally. Currently Industrial Technology having a lot of workforce and commitments towards their owned employees in various aspects. So the employee performance becomes a part to achieve the benchmark in the IT industry. Hence, the employees are ability to meet their targets. Therefore, the paper looks into the need for benchmark to motivate their performance in an effective and efficient way. The researcher attempts to find the major tactics of the employee performance to beat their targets in a several aspects such as measuring, understanding, verifying, equating and achieving. The study focus on the research objectives as to analyze the perception of employee performance and benchmarking with the help of statistical tool such as Mean Score Analysis, factor analysis for the period of 2018-2022. The study adopts stratified random sampling with the sampling population of 500 covered by selected IT employees. The sample size is restricted on the basis of pilot study as 0.50 percent respectively. Benchmarking is the high tech target of each employee should perform their own talents, skills and achievement in the specific industry. The industry is providing the white collar jobs with comparative salary, international mobility based on knowledge centric skills possession in comfortable environment. Employee performance focuses the creative support and lead to better workforce environment.*

Keywords: Benchmarking, Employee performance, Job performance, Workforce Management

I. INTRODUCTION

Benchmarking is the vital role of employee's target in the various aspects of the IT industry and also it is the process of measuring the employee performance by checking certain metrics. This is the goal to find out the employees skills, talents and performance in the IT industry. The encounter challenges in a variety of ways as they seek to develop their talents and abilities in both their professional and personal careers. They also forge their own path in stand-up performances. The business must demonstrate its value as a standard in order to compete their high standard in a different departments. Hiring managers prefer to employ candidates who share their own interests and worldviews. Employee performance is the part to take their own activities in a better way and to finalize the fixed benchmark in a sufficient way. Benchmarking is demonstrating the working conditions of an employee should be keen in their performance in all sectors. The IT sector is moving towards the targets of each employee by various skills, knowledge, and decision power to achieve the own benchmark. In this employee gets hiring by upcoming new skills and talents in various industry. Especially IT sector is growing faster and faster in new apps with high tech employee skills.

II. DISCUSSION OF THE REVIEWS

Desai and Sonalde (2019)¹ evaluated the employment of women in a variety of fields, mostly in the nonfarm sector, in order to obtain the individual characteristics, cultural norms, and also enough focus on opportunity structure. The study reveals how the employment of men and women in agriculture and non-agriculture is impacted by transportation infrastructure. The study's findings and outcomes, which are based on fixed effect analysis, reveal that women's transportation patterns differ significantly from men's employment patterns in terms of behavior.

Divya B and Andrew Michael, Jibi Paul (2019)² examines the segment of information technology enables services industry in India. They focuses on nightshift work and outline of the health problem faced by employees. To understand the health status of the women working in BPOs, to examine the nightshift of each and every individuals of the working scenario. The study conducted in TCS. The results find out the women employees has been affected and they are facing more mental pressure and depression, majority of the respondents faces various problems obesity, eye irritation, irregular menstrual cycle.

Saini and Priyanka (2014)³ examines the order to pinpoint the issues related to diversity and to keep individuals employed abroad, the study also looked at workforce diversity in India. The company's gender-based diversity, which includes both men and women in different areas, reveals the company's cultural, age-based, and qualification-based variety. This paper offers some advice to other organizations on how to handle diversity in a productive manner. The study's findings successfully reflect the diversity dimension and also contribute to raising labour productivity.

III. OBJECTIVES OF THE STUDY

1. To explore the factors affecting benchmarking among the employees of selected IT industry.
2. To study the level of performance of selected IT sector employees.

IV. HYPOTHESES

H₀₂: There is no significant level of performance of selected IT sector employees

V. RESEARCH METHODOLOGY

The present study has the following research methodology

a) Source of Data: The present study is based on both primary and secondary data. Primary data has been collected by preparing structured questionnaire interview method has been followed to ascertain the information from the customers. In the present study the secondary data has been collected from different sources like magazines, newspapers, text books, journals and internet and information from the banking staffs.

b) Sample Design: For the present study purpose, stratified random sampling has been selected. This particular survey was directed at only in Tamil Nadu District. The sample size is of 500 respondents consisting of customers who are availing employees in selected IT industry.

c) Tools and Techniques: Mean Score Analysis, Factor Analysis

VI. DATA ANALYSIS AND INTERPRETATION

Table 1: Factor analysis of employee performance on benchmarking

Factor	Statements	Rotated Factor Loadings
Ethical Aspect of the company (15.5 % of variance explained)	I took on challenging tasks when the other employees are available	.761
	I am keeping my work skills up to date for the company	.707
	My company lead acts ethically	.699
	My company have an ethical behaviors expected out of your leaders	.662
	I came up with creative solutions for new problems	.658
	I complained about minor-work related issues	.650
	My company offer training in business ethics	.634
	I continually sought new challenges in my work for the company	.581
	My company balance the employee needs with ethical appropriately	.580
	My company encourages teamwork	.569
	I was able to carry out my work efficiently for the company	.559
	My company have an absolute clarity about their work	.537
	My company make the role within the team changing effectively	.532

Decision Power (10.8 % of variance explained)	My lead is willing to share the decision making power with employees	.693
	My company is understanding the needs of my own	.633
	I am satisfied with the money value guarantee at my company	.534
	The value for money I get from company is important for me	.504
Value of money (9.8% of variance explained)	I am satisfied with the quality of work in my company	.754
	I am satisfied with the value for money I get form the company	.549
Goal Oriented (8.4% of variance explained)	I feel that my work is seen and appreciated within my team	.573
	I feel that I'm contributing to the overall goals of my company	.573
Total variance explained is 44.7%		

Source: Primary Data

The researcher was extracted four factors named as ethical aspect of the company, decision power, value of money, goal oriented. 44.7% of total variance is explained by these factors. Among these four factors influencing factor of employee performance is ethical aspect of the company.

Table 2: Mean score analysis of employee performance

S. No	Statement	Number	Minimum	Maximum	Mean Score
1.	My company have a written ethics policy	50	4	5	4.68
2.	My company require it's employee to sign a code of conduct statement	50	4	5	4.70
3	My company have an ethical behaviors expected out of your leaders	50	3	5	4.16
4	My company leads acts ethically	50	3	5	4.02
5	My company offer training in business ethics	50	3	5	4.18
6	My company balance the employee needs with ethical issues appropriately	50	3	5	4.06
7	I was able to carry out my work efficiently for the company	50	3	5	4.02
8	I took on challenging tasks when the other employees are available	50	3	5	3.80
9	I am keeping my work skills up to date for the company	50	3	5	3.94
10	I came up with creative solutions on new problems	50	3	5	3.96
11	I continually sought new challenges in my work for the company	50	3	5	4.06
12	I complained about minor work related issues	50	3	5	4.00
Average Mean Score 4.591					

Source: SPSS Data Output

The mean score show the employee performance on benchmarking. All statement have secured above 3 i.e. the employee performance is above average. The maximum score obtained for the statement the system passes the skills and talents. The second maximum score is for the statement provides the performance among employees and it is followed by the statement of certain range in the benchmarking targets of the employee. All this mean that the employee point of view the performance of the employee is good in terms of these dimensions. Lowest score obtained

for the statement like value of money, decision power. The overall mean score of the statement (4.591) reveals that the employee performance is perfectly effective.

VII. FINDINGS AND SUGGESTIONS

As per this study, the researcher finds that the major factors contributing employee performance are ethical aspect of the company, decision power, goal oriented, value of money. Among these four factors most influencing factor is ethical aspect of the company. This study reveals that the employee performance (ethical aspect of the company, decision power, money value, goal oriented) has significant negative impact on performance among the industrial employees. Among these ethical aspect of company has highest impact on employee performance and benchmarking. Majority of the factors that lead to performance of the employee are related to the ethical aspects of the company, decision power, value of money, goal oriented, so the company should take the required efforts to fulfill the issues. As a result the company has to step alleviate the performance. The company can promote employee performance and benchmarking by various aspects in an effective way.

VIII. CONCLUSION

Benchmarking is the aspect of each and every performance regarding employee talents and skills. In this study attempts to find out the various factors influencing the employee performance on benchmarking and how these factors influencing the benchmarking on employee aspects of the IT sectors. The study shows the benchmarking affects the employee performance (ethical aspects of the company, decision power, value of money, goal oriented) has significant negative impact on employee performance on benchmarking.

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