

REFERENCES

Ahmad, R., & Lemba, C. (2010). Performance appraisal politics and employee turnover intention. *JurnalKemanusiaan*, 16, Dis.

Antoni, C. (2005). Management by objectives—an effective tool for teamwork?. *The International Journal of Human Resource Management*, 16(2), 174-184.

Arbaly, N., & Suradi, Z. (2007). Staff performance appraisal using fuzzy evaluation. In *Artificial Intelligence and Innovations 2007: from Theory to Applications* (pp. 195-203). Springer US.

Aquino, K., Griffeth, R. W., Allen, D. G., & Hom, P. W. (1997). Integrating justice constructs into the turnover process: A test of a referent cognitions model. *Academy of Management Journal*, 40(5), 1208-1227.

Armstrong, M., & Taylor, S. (2014). *Armstrong's handbook of human resource management practice*. Kogan Page Publishers.

Bauer, T. K., & Kunze, A. (2004). The demand for high-skilled workers and immigration policy.

Boice, D. F., & Kleiner, B. H. (1997). Designing effective performance appraisal systems. *Work Study*, 46(6), 197-201.

Bono, J. E., Judge, T. A., Patton, G. K., & Thoresen, C. J. (2001). The job satisfaction-job performance relationship: a qualitative and quantitative review. *Psychological Bulletin*, 127(3), 376-407.

Brown, M., Hyatt, D., & Benson, J. (2010). Consequences of the performance appraisal experience. *Personnel Review*, 39(3), 375-396.

Cawley, B. D., Keeping, L. M., & Levy, P. E. (1998). Participation in the performance appraisal process and employee reactions: A meta-analytic review of field investigations. *Journal of applied psychology*, 83(4), 615.

Cote S., Morgan L.M., (2002). "A longitudinal analysis of the association between emotion regulation, job satisfaction, and intentions to quit", *Journal of Organizational*

Dalton, D. R., Krackhardt, D. M., & Porter, L. W. (1981). Functional turnover: An empirical assessment. *Journal of applied psychology*, 66(6), 716.

Dess, G.G., & Shaw, J.D., (2001). "Voluntary turnover, social capital, and Organizational performance", *Academy of Management Review*, 26, 466-456

Dessler, G. (2009). *A framework for human resource management*. Pearson Education India.

Dusterhoff, C., Cunningham, J. B., & MacGregor, J. N. (2014). The effects of performance rating, leader-member exchange, perceived utility, and organizational justice on performance appraisal satisfaction: Applying a moral judgment perspective. *Journal of business ethics*, 119(2), 265-273.

Edmonstone, J. (1996). Appraising the state of performance appraisal. *Health Manpower Management*, 22(6), 9-13.

Egan, T. M., Yang, B., & Bartlett, K. R. (2004). The effects of organizational learning culture and job satisfaction on motivation to transfer learning and turnover intention. *Human resource development quarterly*, 15(3), 279-301

Ferris, G. R., & Kacmar, K. M. (1992). Perceptions of organizational politics. *Journal of management*, 18(1), 93-116.

Fletcher, C. (2008). *Appraisal, feedback and development: Making performance review work*. Routledge.

Greenberg, J. (1986). Determinants of perceived fairness of performance evaluations. *Journal of applied psychology*, 71(2), 340.

Greenberg, J. (1993). The social side of fairness: Interpersonal and informational classes of organizational justice. In R. Cropanzano (Ed.), *Justice in the workplace: Approaching fairness in human resource management*: pp. 79-103. Hillsdale, NJ: Lawrence Erlbaum.

Gould-Williams, J. (2003). The importance of HR practices and workplace trust in achieving superior performance: a study of public-sector organizations. *International Journal of Human Resource Management*, 14(1), 28-54.



Grote, R. C., & Grote, D. (2011). *How to be good at performance appraisals: Simple, effective, done right*. Harvard Business Press.

Huselid, M. A. (1995). The impact of human resource management practices on turnover, productivity, and corporate financial performance. *Academy of management journal*, 38(3), 635-672.

ICTA (2013). *ICT Usage in Business and Workforce Survey*

Jafari, M., Bourouni, A., & Amiri, R. H. (2009). A new framework for selection of the best performance appraisal method. *European Journal of Social Sciences*, 7(3), 92-100.

Katavich, K. M. (2013). *The importance of employee satisfaction with performance appraisal systems: a thesis presented in partial fulfilment of the requirements for the degree of Master of Arts in Psychology at Massey University, Albany, New Zealand (Doctoral dissertation)*.

Kreitner, R., Kinicki, A., & Buelens, M. (2002). *Organizational behaviour*. McGraw Hill.

Kumar, D. (2005). Performance appraisal: The importance of rater training. *Journal of the Kuala Lumpur Royal Malaysia Police College*, 4(1), p1-16.

Levy, P. E., & Williams, J. R. (2004). The social context of performance appraisal: A review and framework for the future. *Journal of management*, 30(6), 881-905.

Lind, E. A., & Tyler, T. R. (1988). *The social psychology of procedural justice*. Springer Science & Business Media.

Lind, E. A., & Tyler, T. R. (1988). *The social psychology of procedural justice*. Springer Science & Business Media.

Locke, E. A., & Latham, G. P. (1990). *A theory of goal setting & task performance*. Prentice-Hall, Inc.

Masterson, S. S., Lewis, K., Goldman, B. M., & Taylor, M. S. (2000). Integrating justice and social exchange: The differing effects of fair procedures and treatment on work relationships. *Academy of Management journal*, 43(4), 738-748.

Mobley, W. H., Griffeth, R. W., Hand, H. H., & Meglino, B. M. (1979). Review and conceptual analysis of the employee turnover process. *Psychological bulletin*, 86(3), 493.

Murphy, K.R. and Cleveland, J.N. (1995). *Understanding performance appraisal: Social, organizational, and goal-based perspectives*. Thousand Oaks, CA: Sage Publications

Ochoti, G. N., Maronga, E., Muathe, S., Nyabwanga, R. N., & Ronoh, P. K. (2012). Factors influencing employee performance appraisal system: a case of the ministry of state for provincial administration & internal security, Kenya. *International Journal of Business and Social Science*, 3(20), 38-46.

Rothwell, W. J., & George, M. (2012). *Encyclopedia of Human Resource Management, Critical and Emerging Issues in Human Resources (Vol. 3)*. John Wiley & Sons.

Salton, G., & Buckley, C. (1997). Improving retrieval performance by relevance feedback. *Readings in information retrieval*, 24(5), 355-363.

Vigoda, E. (2000). Organizational politics, job attitudes, and work outcomes: Exploration and implications for the public sector. *Journal of vocational Behavior*, 57(3), 326-347

CSC (2015). *Annual Report 2015*

Weiss, H. M. (2002). Deconstructing job satisfaction: Separating evaluations, beliefs and affective experiences. *Human Resource Management Review*, 12(2), 173-194.

Wiese, D. S., & Buckley, M. R. (1998). The evolution of the performance appraisal process. *Journal of Management History*, 4(3), 233-249.

APPENDIX 01 - QUESTIONNAIRE

Follows the on-line questionnaire url: