

**TOPIC: TECHNOLOGICAL ADVANCEMENTS IN REMOTE
PERFORMANCE EVALUATION**

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INTRODUCTION-

Technology has been playing a significant role in the business industry. As opined by (Mohapatra, 2022) COVID-19 has made the business industry realise the importance of modern technology.

After COVID-19, people were forced to do their jobs from home and as of now, many organisations are offering work-from-home jobs to their employees. Most of the applications that are mentioned below are developed with the help of modern-day enhanced technology.

THE ROLE OF TECHNOLOGY IN APPRASING IN PERFORMANCE OF REMOTE WORKERS

Remote Monitoring

Employers can use remote monitoring tools to track employee activity using time-tracking software and project management tools. ***Time Camp, Deputy, Toggle Track*** and ***Tracking Time*** are some best examples of time-tracking tools (Forbes, 2024). Tracking Time is a software that is suitable for tracking small teams. As mentioned by (Lee, 2021). Project management tools can help organisations manage their remote working teams to meet projects' requirements on time. Asana, Click Up, Basecamp, and Zoho Projects are some best project management tools that can be used by brands to track remote workers' activities.

Communication Platforms

Communication is one of the key factors for achieving organisational success. As cited by Babapour Chafi *et al.* (2021), communication is the most challenging matter in the remote working environment. Employee engagement, employee productivity, mitigating conflicts, and defining organisational goals are advantages of a good communication workplace. Almost 72% of organisational leaders have mentioned that effective communication can help to boost productivity (Grammarly, 2023). Communication platforms can help remote workers to share crucial information with their seniors within less time. ***Slack, Asana, GoToMeeting, Zoom, Troop Messenger***, and ***Microsoft Teams*** are examples of the best communication platforms that have been helping business forces remain connected with their remote working employees.

Performance Management Systems and offering feedback

Performance management systems can help to identify the potential risks. Besides that, it can help to improve the motivation level of employees as well. Almost **28%** of participants have agreed that they are lowly motivated as they are working from home due to COVID-19 (Diva, 2021). Therefore, the application of a project management system can help staff and employees to be motivated. Namely, **Lattice**, **Bamboo HR** and **Workday** are best project management systems in 2024. As per the opinion of (Mazzetti, 2023). According to Gallup, **nearly 80%** of employees who have received meaningful feedback from their higher authority are more engaged with work (Gallup, 2024). Offering feedback can not only enhance work motivation; however, it can also help to identify the mistakes that remote working employees are making.

IDENTIFY PERFORMANCE MEASUREMENT TECHNIQUES FOR REMOTE WORKERS -

This portion of this essay is going to mention 4 effective KPIs that can help to measure remote working staff's performance. Employee performance evaluation is very important as it can help a firm to know whether employees are performing up to the minimum standard level or not. As per the opinion of (Kaydos, 2020). Recognising accountability and responsibility of employees is an advantage of measuring employee performance. Measuring employee performance level can help an organisation take the necessary steps. For example, if an employee is not set to execute the daily jobs, then the company needs to terminate that certain employee.

360-Degree feedback

In this modern technical world, technology has developed a lot and nowadays, technology is helping the business workforce to measure the performance of remote employees. 360-degree feedback is a method that can be used by brands to identify the key strengths and weaknesses that employees have. Self-evaluation, manager's evaluation, direct report, and peer evaluation are the 4 pillars of 360-degree feedback gathers information about employee performance from different sources, subordinates, and customers. Later the business management uses this employee information to create comprehensive feedback for employee (Flee nor, 2020). This needs to be mentioned that for remote workers, utilisation of 360-degree feedback can help to boost employee performance, self-awareness, and professional growth.

Adherence to deadlines

Setting up deadlines may be one of the best ways to measure the performance quality of remote workers. Setting up deadlines can help an organisation recognise the amount of skill set an employee has to meet the task requirement within the deadline (LinkedIn, 2023). Deadlines mean that employees are not going to waste any of their time in vain, as the task must be completed within the given time. Therefore, it is perfectly suitable for measuring the performance level of remote workers to see whether they can finish a job within the given timeline or not. Enhanced productivity is another significant benefit of setting up deadlines to measure remote workers' performance (LinkedIn, 2023). Deadlines force remote working employees to organise their schedules based on priority and to meet both short-term and long-term objectives.

Establishing KPIs “Key Performance Indicators”

Establishing KPIs can be another way to measure the performance of remote-working employees. KPIs such as customer satisfaction rate, and target achieved rate are very crucial and they can help to demonstrate the performance of remote working employees. As opined by (Kurdi, 2020). Customer satisfaction ratings can enhance employee loyalty and trust between brands and customers. Zonka Feedback, Qualtrics, Medallia, Wootric, Survey Legend and Trust Mary are some tools that can be used by business forces to identify the customer satisfaction rate. Sales targets are mainly used by sales organisations to ensure that employees are making a minimum level of sales for the organisations. Task completion rate is another KPI that can be used by a brand to measure the performance of remote working staff.

Revenue growth rate, net profit, and error rate

Measuring the profit and the revenue that the organisation generates can help to get an overview of the performance that the remote working employees are putting. If any organisation is offering a remote working facility to its sales team and this KPI of measuring revenue can be conducted by determining the total sales revenue per remote working staff (LinkedIn, 2023). Monitoring this KPI can help a brand recognise the capability of remote workers to make money for the organisation. As opined by (Dror, 2020). Error rates mean the number of mistakes that take place during the time of delivering the organisational service to the customer.

Error rate is something that is directly related to accuracy. Measuring these above-mentioned KPIs can indeed help to measure the performance of remote working employees.

IDENTIFY PERFORMANCE APPRAISAL TOOLS FOR REMOTE WORKERS-

Several tools and software are available that can help an organisation to enhance the performance of remote-working employees. This is certain that after a period, the remote system gets very boring and lonely. This uncomfortable feeling of employees indeed is going to cause dissatisfaction in work. As stated by (Toscana and Zappalà, 2020). Isolation is one of the major negative impacts of a remote working model. According to a Gallup study, nearly 21% of remote workers have cited that they feel isolated due to remote working. Less human interaction can be defined as a major reason for remote-working employees to face isolation. One study has found that **41%** of remote-working employees feel stress (Forbes, 2022). Nearly **42%** of individuals have opined that they are having issues with sleep since they started to work in a remote working model. All this crucial information can help to understand the importance of identifying performance of remote workers and giving them positive feedback to maintain their motivation level.

Technology has truly helped the modern business industry by developing tools that can help to identify remoter workers' performance levels (Urbaniec, 2022). Performance management software, employee engagement software, time-tracking, and productivity tools and MBO "**Management by Objectives**" are the four tools of employee performance that are going to be discussed in this portion of the essay.

Performance management software

Performance management simultaneously notices the performance that an employee is giving to a company and makes sure that the remotely working employees have achieved all organisational goals, targets, and missions. Paycom, HI Bob HRIS, Leap some and Culture Amp are some best performance management tools that can be used by brands to identify employee performance. As opined by (Khatib, 2020). Project performance management tools can help to offer comprehensive solutions such as goal setting. Besides that, tracking operational processes, conducting performance reviews, and offering feedback are some of the other solutions that performance management software gives. Lattice is an organisation that develops performance management tools which offers its service to multinational companies

such as Cruise and Reedit (Lattice, 2022). Enhancing employee engagement and streamlining the HR process are two big advantages of Lattice.

Employee Engagement Platforms

Employee engagement platforms such as Leap some GmbH, Culture Amp, Perform Yard, 15Five, Work Tango, Survey Sparrow and Bonusly are the best platforms that can be used to identify employee engagement platforms. The importance of employee engagement platforms is very high as it can help to lead towards higher earnings per share (Gallup, 2023). Perform Yard holds the capability of connecting an entire workplace into a simple platform. It can help to improve the performance management process. Culture Amp is another platform that can be used to identify employee engagement. As of now, this platform is offering its service to more than **6500 countries** (Cultureamp, 2024). Culture Amp can help an organisation by offering resources that gives strategies and techniques to inspire, motivate and connect brands to team members.

MBO “Management by Objectives”

MBO is another tool that can be used to identify remote worker’s performance. MBO is a management system where managers and employees sit together and discuss the specific goals they must achieve. After developing the same goals, organisation employees and managers decide about the development of a plan that can help them to achieve that goal. MBO is a management system that measures all the performance of employees against a set of goals or targets to measure the overall performance that employees are putting on their daily tasks (Adobe, 2022). Planning, improving overall, company performance, career development, defining goals, regular feedback and stronger standards for employee evaluations are a few advantages of MBO.

Time-tracking and productivity tools

Time Tracking is a powerful framework that can be used to sweeten productivity by offering a detailed overview of how remote workers are allocating their resources and time. Time tracking tools can help to **uphold accountability** and **self-awareness** and let employees throw off time-wasting activities. **Clear Company, Zoom, Perform Yard** and **Evernote** are some of the best productivity tools that can be used by organisations to identify the performance of remote

workers. Evernote has almost **225-250 million users** and among these users, **10%** are paid customers (Evernote, 2023). Evernote helps individuals to be more productive by making it easier to take notes. Easy management of notes can be referred as a huge benefit of using Evernote.

CONCLUSION-

In summary, it is impossible to overestimate the importance of technology in evaluating the work ethic of remote workers. Enterprises may successfully track assess, and promote their remote workers by applying a variety of efficiency metrics and rating tools. This will help them succeed in modern times by increasing efficiency, participation, and profitability. Organization's hoping to prosper in an ever more distant and linked world will need to adopt technology-enabled evaluation methods as remote work becomes more common.

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