



BA Business Management

Managing People

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Introduction

The phrase performance management is an integral part of maintaining the efficiency of the workers in any organisation. The term refers to the process of ongoing communication between employers and supervisors in the whole year to support key achievements for that organisation. This report will pinpoint its focus on performance appraisals in the post-COVID scenario, in which around 38% of the employees are still doing their work remotely (Gallup.com, 2019). Additionally, it will shed light on some features of performance appraisals and how the officials evaluate employee performance using technology. side by side it is also needed to discuss what are the four performance measurement techniques and finally explain the way of evaluating four different appraisal tools.

Role of technology in appraising performance

Technology plays a pivotal role in shaping the way the performance of the workers is evaluated. This section of the report will highlight the key roles played by technology in appraising the performance of workers in remote environments.

Providing streamlined experience

Many organisations departed from the management of annual performance reviews, or maybe they have not joined now, and need some more time to engage with them. The energetic approach of performance management using instant feedback, time-to-time check-ins and the evaluation of own are not only sufficient for the workers and the organisation's growth but also more efficient compared to the huge money and time spent on the reviews of annual performance. Sometimes waiting for a long time by officials for feedback to the workers, the workers get demotivated and automatically decrease their work performance day by day (Goel, 2023). For this, from time to time they should give feedback to their team members for best work.

Making the process of performance evaluation consistent and fair

Traditional and old performance reviews are hectic for the officials and workers, for this they spend a lot of time for follow-up, reporting and preparation. Reviewers and reviewees are streamlined by the performance management software. Using technologies helps in making check-ins automatically scheduled into staff calendars, and customizes template of evaluation and goal tracking, instead of process management officials now can focus on high-quality feedback.

Makes the insightful

By using traditional reviews managers provide slow and irregular feedback to the employees, sometimes for working many officials they evaluate their staff's performance differently and forget to revisit. It gets worse, when a study confirms that only 14% of employees of the organisation are satisfied with their evaluation and feel motivated to improve themselves (ceo-review.com, 2021). Tech-based performance management builds a performance profile of an employee that managers and workers can easily control and transfer to the HR team with assignments and e-learning strategies.

Making significant for the people involved

For using traditional reviews undertaken between a supervisor and a worker, the performance enhancer is limited. One study resolved that 96% of workers had more performance-related conversations on the office premises (Marques *et al.*, 2022) Using some technological tools helps to enhance the feedback process for a 360° vision, which includes peers, subordinates, and managers. The assessment tools improve ratings and future performance of employers where employers can discuss some forward-looking questions and performance-related conversations. It integrates goal tracking in the process, which leads to better accountability.

Automatising the evaluation process

With so much pressure in an organization, the officials hire fewer staff and push them to do more, if the work is not acknowledged right away managers tend to forget the performance details. Especially, in the case of hybrid work mode, where the employee is not present in front of the employer, the chances of it getting even higher. Due to this problem, 33% of employees always stay worried about their promotions and increments (Lema *et al.*, 2021).

The four different performance measurement techniques

It has been identified in the previous section that analysing and evaluating the performance of the workers is important. However, identifying the techniques for accomplishing it is not mentioned previously. This section will highlight the techniques required for measuring the performance of remote workers (Sawatzky and Sawatzky, 2019).

KPIs and OKRs indicators

There are two performance indicators that measure employee's performance management, they are objectives and key results (OKRs) and Key performance indicators (KPIs), which ensures the team manages the performance from time to time with tracking and make them in a progressive way (Yang *et al.*, 2022).

Key performance indicators are a very simple and common method that measures each and individual's efforts. If someone worked in a contact centre, talking to the customers. KPIs will

show how many people got helped by that person. it instantly gives a positive response afterwards. The feedbacks are small and bite sized data which show the tracking of the performance timely (Wang *et al.*, 2021).

OKRs can be used simultaneously with KPIs, but this is designed for different purposes. It makes higher goals for the business organisation then the main goals cut into pieces and make a short goal for the teams and individuals. After that, these goals are tied up with key results which need to be executed by them. It is a best and proven method by many tech giants like Google, Microsoft, and Amazon. They succeeded with the help of this structure (Galanti *et al.*, 2021).

Leveraging project management software

The usage of project management software is increasing day by day to remote work and open more options in the market. This software helps managers and officials to locate the productivity of current time. It also helps make the workload easy and tackle the task on time. For instance, some companies use Asana to make their assignments and projects with their teams. Using this software employers can allot the entire task to the employee; however, it is up to the preference of the employee how they want to break it down into smaller pieces. Sometimes, some brilliant ideas, which are tough to fulfil, get missed out completely (Riyanto, Endri and Herlisha, 2021). In such a situation this type of software helps them immensely. It will also introduce a new and best overview of the employees. Alongside, the workload spread to the team members fairly (Narayanamurthy and Tortorella, 2021).

Using mini milestones

Breaking big assignments into Mini milestones is a huge motivation for those who love to finish their work as fast as possible and feel satisfied when the allotted work gets completed within the pre-set timeframe. It also shows task-related progress which ultimately facilitates managers or officials to track how far away the task is from being completed. Some of the workers, need to create a blueprint of mini milestone for a particular work. This is so helpful for new employees who can get used to it easily (Adisa, Ogbonnaya and Adekoya, 2023)

Furthermore, this kind of approach would not help all workers, who do not go into the depth of the details. Also, it may be the gradual initiation of this type of approach. No need to worry in testing, first make sure that, analyze the recent feedback and do not take high steps in one count. Once the milestone is accomplished, it can be debriefed more transparently to the major stakeholders. Thereby, it helps in maintaining a certain degree of transparency throughout the process (Diab-Bahman, and Al-Enzi, 2020).

Implementing effective Communication

Relationships, in a work based on a valuable and effective trust system which is a key part of them who are remote workers. There are many effective ways to evaluate productivity but the best way is to communicate with them and ask them how they feel about it.

Team-wise updates, group chat engagement and everyday morning checking's- all of those are to construct an effective culture of sharing and inspiration. Furthermore, the officials need to encourage the teams and individuals to finish a huge project, which is also an effective approach to recognizing their outcomes and influence them for the near future (Bulińska-Stangrecka and Bagieńska, 2021). If the authority can remove roadblocks, then employees can easily approach and ask questions to the team leader, supervisor, or officials. This helps workers by giving them more time to engage at their work. Sometimes an organisation faces some problems about clarity related issues between their working officials and team manager. At that time, this key feature helped a lot. The best way of communication ensures employees to work perfectly and if this type of situation ever arises then they can easily tackle it by discussing it with a higher authority.

The evaluation of four different performance appraisal tools.

The usage of performance evaluation tools is becoming predominant in the post-covid era. Most of the companies that are working on a remote or hybrid model are using performance appraisal tools to make the evaluation process as seamless as possible. In this section 4 such tools used by the professionals are elaborated below:

Uses of PerformYard Software

The performance review of this software has some non-rigidity features for HR and an easily understandable experience for an employee. Non-HR and HR managers have more freedom with using this software which helps more efficiently to dictate the review and make a format of their need to meet in time.

With the help of this PerformYard software managers and employees both benefitted from receiving auto-generated email timely for completing a review which gives them a lot of time to focus on people rather than focusing too much on administration. Performyard provides employers with a simple way to focus on review timely, acting on feedback, while removing some steps in self-review time (Wontorczyk and Rożnowski, 2022). One key feature is its review form fully customizable. They provide the feature of serving every organisation regardless of the organizational- size. It also generates automated emails from time to time or keeps updating overdue reviews.

Uses of Trakstar Tool

It is a tool that is best for personalizing the employee's performance review and updating real-time workable insights. This Trackstar tool is cloud which simplifies the performance management solution for an employee. It also helps in an organization for both team managers and official employees. Furthermore, it shows actionable review items and automatic email reminders. The best facility of this tool is showing 360° feedback to provide constructive reviews and its implementation occasionally from every administrator. This software also helps to provide some valuable details of reports and analytical updates. This report is all time using real time data which can enhance and identify the strength of an employee and makes it easier to get constructive feedback and the areas of self-improvement. This software also comes with some key features. Those are, it is fully cloud-based and for this, it can save a lot of data for a long time. It also gives 360-degree feedback which gives a proficient area of improvement. It also has auto-generated email updates, note note-taking section and a check-ins facility.

Uses of Review Snap Software

This software is so easy that anyone can access and get individualised reviews and current time actionable review types with automotive form. It is a tool that perform online with some key capabilities of 360-degree feedback, reviews, performance notes section, particular goal settings, and formal reporting. It helps every employee as an individual, department and an organisation also (Goel, 2023). This comes with some significant features which are, that it has a characteristic of tracking and goal setting. It also provides real-time raw data with graphical data.

Uses of Bambee Tool

This tool is mainly used for a two-way feedback system. It provides an admin of HR management who make sure that both authority or organisation and employees are protected and are up-to-date with HR policies. This Bambee tool has an excellent performance of its review capabilities. It forms a report card based on every employee-based performance. It also has some key features. HR management can audit now. Alongside it provides training features. It also makes a report card of every employee's performance.

Conclusion

From the above study conclusion that can be derived is the role of technology that can be appraising performance by analysing insightful thought processes, streamlined experience, and fair evolutions with an automated evolution process. After that this study also highlights the four-performance measurement key techniques which includes some KPIs and OKRs indicators, uses of mini-milestones with effective communication, and finally shed light on some effective tools like PerformYard, Trackstar, Reviewsnap and Bambee.

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