

Digitalization in performance management system

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ABSTRACT: Digitalization in performance management in organization assists manager to monitor performance and productivity of employee easily by defining SMART KPI for each employee in system.

It helps to provide continuous improvement support to employee and it also enables the organization to provide genuine feedback to everyone.

Performance Appraisal:-

Performance appraisal means evaluating an employee's current/past performance relative performance standards.

- Setting goals
- Reviewing goals relative to those standards
- Providing Feedback

Performance management system:

It is a continuous process of identifying, measuring & developing the performances of individuals & teams. Aligning these performances with strategic goals of the organization. Digitalization in PMS is useful for employees, managers for providing feedback on a regular basis. Most of the time HR is blamed by unfair performance appraisal but by keeping PMS system transparent to employee, will help to understand employee his area of improvement.

I. INTRODUCTION:

Digitalization in HR field leads to increase in efficiency, reduces time in HR process, increase in accuracy in dashboards and analytics.

During pandemic situation we realized the importance of information technology in many fields. Remote/online works became widely popular in the industry.

HR is investing heavily in the area of people analytics, Deloitte reported, with more than 70% of respondents saying they are currently in the middle of major projects that will help them integrate data in their decision making. Much of the people analytics will be fueled by AI and robotics, the Deloitte report said. AI will become an HR helpmate, identifying and interacting with recruiting candidates and helping employees explore career options.

As companies can collect more and better data on turnover, team interaction, wellbeing, and employee feedback, managers can make more informed decisions and improve the overall employee experience.

Nowadays in a Human Resource department most of the tasks are performed digitally.

E.g : Payroll, Time Attendance, Recruitment, Employee engagement & Performance Management.

Most of the industry faced challenges during pandemic. How to measure employee performance especially for those working remotely. Due to digitalization it has become easy to measure performance of employee even they are working from home/remotely.

It is easy to measure performance of employee by defining smart KPI in to system & monitoring on monthly basis.

Digitalization in performance management system:-

During pandemic every organization realized the importance of information technology.

Many industry adopted digitalization in PMS to reduce the time, save paper work & make HR process effective.

The performance document will be replaced by an App that will be accessible by a large number of people. The deliverables will keep changing as the variables that impact performance will be updated on a continuous basis.

Digitalization can reduce the necessity and burden of rigid performance evaluation cycles. Therefore, it brings more flexibility and relevant insights.

It will accelerate and ensure timely feedback. This is important because irregular feedback may impact the overall employee performance. So, timely feedback can immediately highlight areas of improvement and boost business productivity. AI in performance evaluation can help people neglect these areas of bias and ensure equality.

It takes away the burden of QnA from business leaders, HR professionals and executives so that they can focus on tasks that add more value.

Moreover, it isn't always possible to communicate each and every small information throughout the organization. So, if we update the details and necessary information at one single place then it will be easier for employees to take a look and act upon it accordingly.

Measuring performance of employee digitally enables the employee to submit his performance directly to reporting manager also feedback of manager to employee. Moreover, with automation of PMS functions and increased transparency, these tools help align employees with the organization's objectives and give managers the data they need for compliance and regulations.

Pandemic taught us almost all PMS functions can be performed smoothly. It has become more important to find efficiencies through innovations like AI and make the right data-driven decisions to strengthen the organization and prepare for the future.

E.g.- Recruitment, Training development , Employee engagement & PMS (performance management system)

Digitalization makes it easy to manage the performance on a continuous process. it reduces the

paperwork and increases the efficiency of employees and employees are able to get feedback. On their work and improve the standards of performance.

Defining SMART (Specific ,Measurable, Achievable, relevant , time-based) KRA&KPI in to PMS module & monitoring perform once review on monthly or quarterly basis become easy to give rating to employee also employee to give rating to himself through system .

Making review visible to each other (Manager, Employee and HR) help at time of appraisal to make appraisal process transparent and fair for each employee.

Key performance indicator should be specific, measurable, achievable, and realistic and time based.

“Continuous performance management is possible, it works, and it can transform your company. We're not talking about doing away with ratings; rather we are talking about building a new, on-going process for goal setting, coaching, evaluation, and feedback.

Advantage of digitalization in Performance management system:



Managers, peer reviews, and reviewed employees can use rating scales to give insight to certain performance competencies or skills, and individuals included in the review process can

answer open-ended questions that offer the opportunity to delve deeper into the important aspects of a job. Profit.co also has a potential rating scale that offers HR Administrators and managers

the opportunity to see performance and potential averaged on a 9-Box Matrix, compared with other employees in the review.

Continuous performance management software will make it easier for managers and employees to collaboratively map out career trajectories, and to provide the coaching and mentoring that people need to become their best selves.

II. CONCLUSION:-

Digitalization in performance management improves the standards that we need to review performance of employee for those are either working from office or from home it helps to keep PMS process transparent to manager & employee by continuous review through system also makes easy to take decision at the time of appraisal. There would be also elimination of human bias if PMS implemented with high standards. We all know how AI in performance management saves time, resources and cost. It is the most efficient means of assessment that businesses can embrace today for seamless employee experience. This is what will fuel a scalable work environment and boost productivity

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