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An Important Aspect of Performance management for Managing the Efficiency of Employees in an Organization

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Abstract

Between an employee and a supervisor an ongoing communication process that develop for supporting of accomplishing the defined target of an organization is known as performance management. The process of communication include providing feedback, clarifying expectations, reviewing results, identifying goals and setting objectives. The performance management system also measures the performance of an employee in an organization. For managing the efficiency of an employee is continually review and monitor the work of the employee.

Keywords: performance management, employee, communication process, measures, monitor.

Un aspecto importante de la gestión del desempeño para gestionar la eficiencia de los empleados en una organización

Resumen

Entre un empleado y un supervisor, un proceso continuo de comunicación que se desarrolla para apoyar el cumplimiento del objetivo definido de una organización se conoce como gestión del desempeño. El proceso de comunicación incluye proporcionar comentarios, aclarar expectativas, revisar resultados, identificar metas y establecer objetivos. El sistema de gestión del desempeño también mide el desempeño de un empleado en una organización. Para gestionar la eficiencia de un empleado se revisa y supervisa continuamente el trabajo del empleado.

Palabras clave: gestión del desempeño, empleado, proceso de comunicación, medidas, monitor.

Introduction

The process of Performance management (PM) is ensuring that activities and outputs achieve the goal of an organization in an efficient and effective way. In place of managing the particular task the performance management focus the performance of an employee, processes, a department or an organization [1]. By the owner of the task at an organization the senior leader generally disseminated and organized the standards of performance management, it can include comparing the behavior of an employee with the target behavior, specifying the tasks and result of the task, instituting rewards, providing timely coaching and feedback etc [2].

The performance management has two key components they are:

- a. Link to mission and goals
- b. Continuous process

The managers always try to address the existing level of performance of the employee and work for improve the level of performance in performance management. For better performance over time it is using a systematic assessment of the performance of an employee.



Figure 1: Performance Management

With performance appraisal generally performance management is misconstrued, that is including the performance evaluation process and on a job performance of employee review or feedback. Getting the feedback is not enough so three more processes are include for completing the process they are as follows:

1. Interview Performance
2. Performance Data Archiving
3. Appraisal Data Use

Along with the feedback above three activities are necessary part of the process, when they are included in the process then the process turn in to a Performance Management System (PMS).

Characteristics	Performance Mgt.	Performance Appraisal
Types of objectives.	Emphasis on integrating organizational , team , & individual objectives.	Individual Objectives.
Types of performance measures.	Competency requirements as well as quantified measures.	Qualitative & Quantitative.
Frequency.	Continuous review with one or more formal reviews in a year.	Annual appraisal.
Rating system.	Joint or participative process , ratings less common.	Top-down system.

Figure 2: Performance Management and Performance appraisal

Performance-Management Programs Types

In spite of the fact that the software packages of performance-management exist but for a specific company it generally customized the templates. Powerful performance-management programs, be that as it may, contain certain general components, for example, the accompanying:

1. Regularly Meeting: Instead of hanging tight for a yearly examination, administrators and workers ought to connect effectively all year to assess progress.
2. Job-development plans Define: employees and together ought to characterize a vocation's obligations. Workers ought to have a state in what sorts of new things they learn and how they can utilize their insight to the advantage of organization.
3. With the goal and mission of company align the activities of employee: Employees ought to see how their objectives add to the organization's general accomplishments.
4. Performance-based measurable expectations creation: Employees should give contribution to how achievement is estimated. Desires incorporate outcomes—the merchandise and ventures a worker produces; activities—the procedures a representative uses to make an item or play out an administration; and practices—the disposition and qualities a representative exhibits at work.
5. Specific job-performance outcomes Development: It should define the services and goods that produce the job, the effect of job on company, the way in which it interact with supervisors, clients and colleagues, the process in which job done.

Reasons for having a Performance management for managing the Employees

The market is advancing at an extremely quick pace in the present world-wide condition; to understand the benefits of performance management it is significant for an organization. So managing the performance of an employee is the definitive need of an organization. By the organization the employees are considered as an asset. To the organization the system of performance management provide several benefits which are as per the following:

1. It defuses the complaints and clashes among colleagues through appropriate performance management framework.
2. The under performer can be recognized through execution audits and can raise their aptitudes levels impartially. It measures the adapting needs

through performance improvement or individual advancement plans designs too.

3. In their personal career for development and growth they provide new opportunities to employees.
4. Against the standards and performance targets it assesses the performance of employee accurately and fairly.
5. Because of clarity on the target of performance employees would enable to give enhance the outcome.
6. It supports to give information to discover the abilities and learning holes of representatives so as to ad lib them through trainings, instructing and tutoring frameworks.
7. Performance management gives the stage to talk about, create and structure the individual and office objectives exhaustive discourse among chief and their subordinates.
8. To innovate through structure process and take new challenges it motivates the employees.

Performance Management Process

The process of performance management has following steps:

1. Planning

Identify the necessary function of employee and establish descriptions of job included in this phase of Performance Management process. It also define the strategic plans of the department or for whole organization.

2. Developing

In order to achieve the expectations this stage of Performance Management process develop standards of performance that describe that a how a particular task can create. They are later used for evaluating working performance and explained to employees that are hired recently.

3. Monitoring

Monitor the work performance of the employees and giving the feedback according to that work is the main focus of this phase of Performance Management process. The observations should be verifiable as the basis of feedback: It should include noticeable and work based statements, events, actions, results, facts and behaviors. This type of feedback is known as behavioral feedback. By precisely identifying the areas that it need to improve by the employee without noticing her character it helps to improve and sustain good performance.

4. Rating

Performance evaluation is included in this phase of Performance Management process. To arrive at an unbiased assessment it is an important aspect for performance managers.

5. Development Planning

For developing goals and improved performance of employee this phase of Performance Management process develop a plan. This increases the quality of the product and achieves the overall goal of the company, the efficiency of the employee increase by:

- a. Improving career-related skills, jobs and experience.
- b. For achieving the expectation help the employee to maintain the performance level.
- c. Professional growth and constant learning encouragement.



Figure 3: Process of Performance management

Managing Employee Performance – The Cycle

Providing feedback and Overseeing performance and giving criticism isn't a disconnected occasion, centered in a yearly review of performance. It is a progressing procedure that happens consistently. The Performance Management procedure is a cycle, with discourses fluctuating year-to-year dependent on evolving goals. The cycle incorporates Planning, Checking-In, and Review.

1. To start the process of planning, overall expectations are review through employee, which incorporates teaming up on the advancement of perfor-

mance target. It also updated the goals of individual development. To support the success of employee and organizational excellence it develops a plan of performance that direct the efforts of employees.

2. Objectives and targets are examined consistently, during registration gatherings. This gives a structure to guarantee workers accomplish results through training and shared input.

3. Toward the part of the bargain time frame, it audit the worker’s presentation against anticipated targets, just as the methods utilized and practices exhibited in accomplishing those goals. Together, it builds up new targets for the following execution time frame.



Figure 4: Cycle of Performance management

Conclusion

Performance management is a corporate management device that enables administrators to evaluate and monitor the work of employee. To produce the highest-quality work most effectively and efficiently create an environment where people can perform to the best of their abilities is the main goal of performance management. By aligning individual employee accomplishments with the objective and mission of the organization a process of performance management create the platform and it make the organization and employee to comprehend the significance of a particular activity in acknowledging results.

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