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Performance Management System

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Performance Management System

The business world is growing very fast, with increased management and organizational challenges. The human resource department has to develop strategies that will ensure maximum employee performance. A performance management system strategy helps in measuring employees' performance in an organization. Consequently, performance management system is aids in aligning organization's objectives, goals and missions with the resources available such as employees. The literature will focus on several performance management system types, three key elements that make performance management system effective and their interaction.

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Various types of performance management systems exist. A kind of performance management system is 360-degree feedback, which is done by collecting data from all around the organization as the name suggests all rounds in 360 degrees. Information is obtained from all people who relate to the organization, such as employees, managers and customers (Aguinis, 2019). After collecting information all-round, the feedback is then provided to control how training and development will be done. The ranking comes in as the other performance management system type where one individual is related to other personnel for the reason of creating a rank order based on the value of the employee. Lastly is the most used type of performance management, which is known as the Graphic rating scale that is used to rate staff based on certain factors on a scale.

The three types differ in the way they are used and how the performance of employees is managed. Three hundred sixty degrees depends on feedback from managers, subordinate staff and internal and external customers. The 360 feedback method is mostly used to improve the process of training and developing and can have effects when conducted by inexperienced executives (Aguinis, 2019). On the other hand, ranking is different because it places workers

based on their comparative worth in the organization. Finally, a graphic rating scale is guided with two factors, which are the quality and quantity of work provided by the employee and work traits such as cooperation and attendance. The advantage of this type is because they have minimum personal bias.

There are three critical elements for an effective performance management system, employee orientation, objective setting and feedback (Jeffay, 2016). The parts interact with each other and hence should be done consecutively. An employee should be oriented in the organization to be shown what the organization has and to know what the organization does and requires them to do. After orientation, the employee is introduced to the objectives settings of the organization and told what they are required to do to ensure the objectives are achieved. Feedback involves communication between the management and the employees. Employees need to communicate with their managers and colleagues and empower each other in ensuring they follow the right path. This interaction fuels performance management system effectiveness because when an employee is oriented in an organization; they become aware of the resources available in the organization and understand the culture of the organization hence abiding by them (Holloway et al., 2009). Again, presenting an employee, the objective setting of the organization will enable them to work towards achieving the objectives hence the success of the organization. Each worker feels kind and appreciative when they are motivated for the excellent work either individually or while together. Therefore, communication plays a vital role in successful performance of the organization and it also ensures that employees have the right information to the growth of the organization (Narlock, 2018).

In summation, having discussed the several performance management system types, three key elements that make performance management system successful and how they interact, it is

evident that the elaborated types of performance management system, 360 feedback, ranking and graphic rating scale are all important. However, the best to use is graphic rating scale because it has minimal personal bias. Consequently, the key elements for the success of performance management strategy are employee orientation, objective setting and feedback which interact with each other.

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