

Monitoring, Evaluating, and Implementing an Online Performance Management System

Tips for Better Employee Feedback Surveys

An important advantage of implementing performance management online is that the system can be linked to other HR functions such as training and selection. This survey can be administered during the initial stages of implementation and then at the end of the first review cycle to find out if there have been any changes. In addition, regarding the system's results, one can assess performance ratings over time to see what positive effects the implementation of the system has created. Finally, interviews can be conducted with key stakeholders including managers and employees who have been involved in developing and implementing the performance management system. Be sure the employees have anonymity.

(Aguinis, 2013, p. 186)

Review the tabs to know some tips to create better employee feedback surveys.



What can the organization do to improve the strategic planning process in order to consistently achieve the strategic goals?



How can the leaders ensure that the performance reviews are tied with the strategic goals?



What new training and development should be implemented in each department to improve employee morale and job performance?



- What is the best way to reward employees?
- What are some nontraditional ways to reward and recognize employees?



How should the leaders communicate the vision for the organization in order to gain employee buy-in?



How can the leaders show the employees the value of teamwork?



Provide any suggestions for the overall improvement of the organization.

Ask employees a series of questions:



- What do you like and dislike about your job?
- What type of training and development do you require?
- What recommendations do you have to improve the overall performance of the team?



- How do you perceive the role of the leader?
- If you were in a leadership role, what changes would you make to improve performance?
- What are three critical points you would offer a new leader?



- What can the organization do to make you feel valued and improve your self-worth?
- Why is it important for the leaders to show employees they are valued?
- How should the leaders show the employees that they are valued?



- What is the single most important thing a manager could do to create a positive environment?
- What would you change regarding the work environment?
- Are there any innovative or cutting-edge ideas that can be used to improve the overall performance of the organization?
- What do you enjoy most about working for this organization?
- What is one area of improvement for your current manager?
- What is one trait you appreciate about your manager?
- What changes would you make to the performance review process?

Now that the performance management system has been established, how will you monitor the system to ensure it is operational and everyone follows the protocol? There is an option for the HR professional to conduct an employee survey; however, the employees should have anonymity. You may consider using SurveyMonkey or a similar company to conduct the surveys. There can also be questionnaires developed for the leaders and managers to gain their input. The time frame to issue the

surveys should be when the performance management system is first launched and at the end of the trial period. The HR professional can also establish an online platform with a designated website, set up quarterly newsletters, offer forms, and any updates for the appeals process. In addition, the frame of reference (FOR) training can be totally automated so that it is simple to train the raters and obtain the performance ratings online. Employee training and selection is another option that is available. Setting up the online portal gives the HR professional a plethora of options. Review the case studies that are presented in the chapter, “Implementing a Performance Management System” for more examples. There are various ways to determine whether the performance management system is a success.

A few questions to consider here are:

- What is the purpose of the FOR training?
- After analyzing the case studies, what are the three important concepts that you have learned and will apply to your organization?
- What are the companies that offer an online performance management system to their employees?
- What are the companies that have restructured the performance management system?



Additional Materials

From your course textbook, *Performance Management*, read the following chapter:

- Implementing a Performance Management System

From the South University Online Library, read the following article:

- [Online Performance-Based Management and Evaluation System As an Instrument to Manage the Quality of Institutional Performance at the University of Technology, Jamaica](#) □