

Performance Management System

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Study Objective

The study focused upon the understanding the strategic Performance Management System (PMS) in an organization. It included the purpose performing PMS, the methodology adopted for undertaking it and benefits derived as a result.

The study revealed some important facts related to PMS and its benefits and drawbacks.

This study was commissioned to iResearch Services on behalf of the client, wherein iRS initiated with survey programming, fieldwork and reporting of the final insights within six weeks.

Methodology used & iRS Value Addition

iResearch Services took responsibility of the entire data collection activity. Project training was delivered to the team working on this project which helped the resources to interview decision makers with complete knowledge of the process on performance management system.

A pool of panel members fitting the client criteria facilitated collecting valuable information for this study. Real time reporting to the client ensured that the client was abreast with the fieldwork progress.

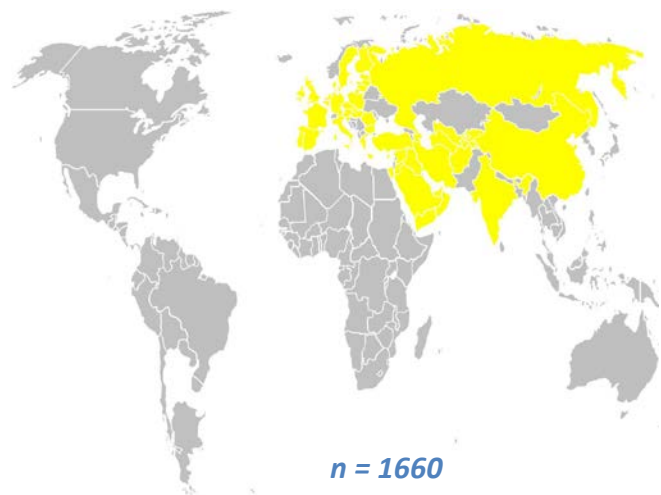
Data reporting was through SPSS to the client on a 25%, 50 %, 75% & 100%. Strict call monitoring and live bargaining ensured a good quality of the deliverable.

Universe

The project required respondents who were decision makers in their organizations. The respondents were directly involved in conducting the performance management. Such respondents managed the PMS for the employees and were involved into various employee evaluation activities. The opinions of such respondents helped to understand the true benefits of PMS.

Apart from this, Human Resource professionals involved in carrying out this process were also target respondents.

Quota and Sample Size



6 Weeks

Geographies – European Union, Middle East, India, China, Russia & Hongkong

Takeaways

We started with understanding the profitability of the company as compared to competitors in the sector and the economic circumstances of the country in which the organization was located.

Some of the cost reduction measures were observed to be reduction of workforce and stringent performance management of the workforce. Thus, parallels could be drawn from the relation of global economic downturn and the reduction in workforce.

The efficiency of PMS could be measured by the returns such as improved employee productivity. However, we measured the time and resources used against benefits derived. The respondent's perception reflected the extent to which the performance is improved as an effect of PMS.

It was observed that the style of carrying out Performance Management depended upon the culture of the organization and the country in which the organization was located.

In order to understand how quickly the management adjusts with the changing work environment and updates their system, we studied how frequently the performance management system was evaluated and updated.

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