DIGITIZATION IN PERFORMANCE MANAGEMENT SYSTEM IN THE EDUCATIONAL INSTITUTES

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Abstract: Not only does the digitization of performance management provide more reliable details, but it also positively affects management processes and strategic growth. Technology-enabled performance improvement instruments simplify the assessment process of the manager and turn workers into active participants in their review sessions.

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INTRODUCTION

Institutes that use automated performance management systems will be better prepared to address the problems of today and tomorrow in the most productive way. Performance management has become a hot topic of debate in HR with the changing complexities of market models, macroeconomic developments, and digital disruption. Although some of the institutes have re-modelled their overall performance measurement approach, others are currently thinking of following the trend of the industry and there are several who may stick with their current approach and could make minor changes in the coming days.

India is at the height of start-up development, where innovation has given us a lot to choose from in areas such as Big Data, Artificial Intelligence, Cloud Computing, Gaming and the Internet of Things.

Let us come to the one main problem of our times? How do we use the same technology to track our own success on an ongoing basis, with so much digital advancement that has accelerated our ability to serve better?

The performance document will be replaced by an App that a vast number of people will be able to access. The deliverables will continue to evolve as the variables that influence output will be constantly modified. With uploads of new data, under certain rule-based rules, the lanes in which individuals and groups will communicate will crisscross. To plan out the next course of action, the acts and the consequences of these acts will be repeated. The App could act as a performance guide to make change happen. The plotting of individual output against acts may illustrate where the good is or is likely to occur. The emphasis would change to those areas of intervention where there may be hazy future results.

The future will be more unpredictable, but with certain tools that depend on algorithms that operate on optimization techniques, the final destination should be piloted. Using Artificial Intelligence, business result standards can be bundled into the performance improvement process. Objective functions can collide, and no function can be maximised on its own. The key would be how interdependencies ought to be assessed. Part of this algorithm will be what behaviour will get us to an optimal solution.

Imagining this is not very difficult. Currently, the present situation is no different, but the problem is that all actions taken by one party are not clear to everyone and neither are the results. In the future, digital technologies will allow us to overcome this with ease. Advancement in performance management systems will ensure better success in employee and institute goals. The best practices once implemented successfully will help manage the entire process much more efficiently.

In order to identify concrete similarities, patterns and trends, predictive performance management includes implementing a suite of statistical applications that sift through vast quantities of data. Such analytic techniques for modeling, forecasting and simulating potential outcomes can help answer critical questions such as:

Which measures drive the business progressively?

Where do I need to improve and by how much?

Are employees aligned with the strategy?

How should I adjust my strategy and modify initiatives?

Performance management systems remove any of the past's doubts; it guarantees reliable performance evaluation knowledge that is highly important during performance evaluations. For the coming year, access to their priorities and objectives help processes obtain more input from co-workers and help with a constructive perspective on performance reviews.

Digitization, rather than specific details, allows management processes and strategic growth. Technology-driven tools simplify the assessment process of a manager and help workers become active participants in their review sessions..

In addition, with HR role automation and improved accountability, these tools help align workers with the priorities of the institute and provide managers with the data they need to comply with laws and regulations..

There are many advantages of switching from a paper-focused approach to a dynamic, technology-based framework, some of which include simple cascading of targets that help align individual goals to the mission of the institute, improved standardisation, more accurate annual performance ratings, encouraging collaboration between employees and managers, and company-wide progress reports.

Companies will reduce the administrative burden of conventional performance management programmes with a proficient HR system. The time saved can be spent in enhancing the growth and succession planning of employees.

Institutes using Digital PMS would be better positioned to meet the problems of today and tomorrow in the most productive way. It's all right not to be flawless here, but the winners are those who dare to step quickly to the next stage of digitization and move quickly with the business.

Information technology systems have impacted Institute and Human Resource Department to the great extent. IT is often introduced with rationale that it could offer benefits such as cost reduction, saves time and strategic transformation. More and more institutes have been replacing face – to – face human resource management activities with electronic human resource management (e-HRM). Many institute have invested in e-HRM systems in hope of transforming the Human Resource Department into a strategically. This paper attempts to explore the latest trends in adopting IT for Human Resources practices by many Indian Institutes. It also highlights the changing role of electronic human resource management (e-HRM) in institute. This paper discusses the impact of technology on Performance Management apart from Human Resource Information System (HRIS).

Over the last half decade, the new technologies have emerged as most pressing challenges of doing business. The mind set of employees are also influenced by the emerging technologies. Today employees find easy to use digital tools to execute their jobs in a more efficient, high virtualized environment. Institute cannot allow employees to randomly download or acquire any tool they want. Institute must manage the procurement, security needs and availability of these tools. Institute can control the employees " access to their personal work other than their occupation through the use of corporate intranet. According to a recent 2016 report by Deloitte on digital workplace and culture, it is not necessary to send employees on the expensive trips to visit their clients or to join with other teams for the work. Present days, employees are enjoying the flexible work options when compared to olden days. Mainly HR experts believe that digital practices help to increase the productivity and employee engagement and innovation in the workplace. This saves the cost of the company and builds a more mobile and agile workforce that is more flexible and adaptable to different work requirements. In case of Human Resources, Technology helps in all processes from recruit to retire functions and has drastically changed the way of employees and employers getting access to the human resource data. The present challenge before business leaders is how to use the technology in human resource perspective to connect people and information.

DIGITALIZATION IN PERFORMANCE MANAGEMENT: Performance Management: Few things supervisors do are fraught with more peril than appraising subordinates" performance. Employees tend to be overly optimistic about what their ratings will be. And they know their raises, careers and peace of mind may hinge on how you rate them. Many obvious and not-so-obvious problems (such as tendency to rate everyone as „average") harm the performance appraisal process. Often HR Department is blamed for the poor appraisal process.

Performance Appraisal: Performance Appraisal means "Evaluating an employee"s current and/or past performance relative to his/her performance standards. Performance appraisal process involves three steps: Setting work standards or goals.● Assessing the employee"s actual performance relative to those standards.● Providing feedback to the employee with the aim of helping him or her to eliminate● performance deficiencies or to continue performance above par. Performance Management: The continuous process of identifying, measuring and developing the performance of individuals and teams and aligning their performance with strategic goals of the institute .Using Information Technology to support Performance Management Many companies integrate Information Technology to automate performance management and to monitor feedback and correct deviation if any on time. Digitalized HRM enables the whole performance appraisal to be conducted on-line, on the corporate internet interface. This means that the supervisor and the employee are able to submit performance data directly to the HR Department in electronic form.

Digitizing has the ability to unlock new levels of efficiency in corporate performance management and at the same time to increase the quality, speed and relevance of the information supply massively. The resulting changes represent real paradigm shift. With the advance technology, performance appraisal software"s are becoming common in institute. Performance management software is also helping to dramatically improve HR"s ability to carry out effective People Relationship Management (PRM), and improve their institute"s employer brand. It enables companies to move away from subjective people management to objective and efficient people management to the great benefit of the employee/candidate. To help and automate the processes of Performance Appraisal Management, institute are increasingly taking the help of various performance management software"s like Workforce Performance Management (WPM), Suite Systems and Talent Management Software, which help to systematically record all the data about the employee performance, pre-determined targets and the results achieved, compensation, succession planning and other related HR systems. The various forms can be filled online and can be submitted to the HR.

3. LITERATURE REVIEW:

Through the years as the world has undergone far reaching societal, cultural and economic changes based on the increasing dominance of digital media and tools. This has led to the present period being called as "Digital Age". (IRC, Journals, 2013). Digital is an evolving approach to business practice, customer interactions of employees. The impact of rapid growth in digital has meant that institute have had to adapt to new market expectations. From the 1960s onwards, the computerization of business activities has been an area that has been widely studied. (Kaufmann, 1966). Digitizing is a mega trend which is significantly changing the way in which we live, work and creates value. Digitization is revolutionizing the economy and the corporate world of business. Digitization opened up opportunities for the industry. Companies will be winners if they create partnerships in the same verticals or across the verticals, said by Mr.Subhash Chandra, Chairman of Zee Entertainment. (Times of India, August 3, 2007.) In the words of Beson and Rowe (2012) "Information systems are considered to be a major asset for leveraging institute transforming owing to the disruptive nature of IT innovations, the deep digitalization of business and their cross – institute and systemic effects, notwithstanding the amounts of investments in enterprise systems". Performance Management is the systematic process by which an agency involves its employees as individuals and members of group, in improving instituteal effectiveness in the accomplishment of agency mission and goals. Performance Management system has undergone lot of changes in the recent past to effectively translate effort to performance. The old ways of assessing performance have been proven to be expensive and ineffective. Bell curve alias relative comparison has been observed to be time consuming and often detrimental to performance. Institute such as Adobe, Accenture, Microsoft and Deloitte have adopted new ways of assessing to enhance individual and instituteal performance. (Neeti Kumar, People Matters, 5th July 2016.) 4. CONCLUSION: Digitalization makes it easy to manage the performance on a continuous process. It reduces the paper work and increase the accuracy of the appraisal. It reduces the long time spent to do appraisal. It increases the efficiency of employees and employees are able to get comments on their work and improve on their own. Digitalization of Performance management is used by many modern day companies and others implementing it by making necessary change in their performance management system. Thus digitalization in performance management is the advancement of IT and HRM, also it made employee feedback system a transparent one.

HOW TECHNOLOGY IS TRANSFORMING PERFORMANCE MANAGEMENT

Formal performance management programs have been around since the Industrial Revolution. In those days, the manager of a manufacturing plant would set a quota and give his subordinates annual goals. Those subordinates will give goals to their subordinates and those goals will trickle down as annual quotas for frontline employees. Work has changed substantially since that era, but annual performance reviews are largely the same.

Today, technology is knocking down the old methods to make room for an updated and more effective method to improve employee performance. Unfortunately, many government agencies are lagging behind. Their current systems are often paper-and-pencil based and don't always focus on improving employee skill sets, achieving the agency's mission or developing future leaders.

To meet the demands of the ever-changing performance management landscape in government, agencies must stay up-to-date with cutting-edge best practices and solutions. If you're still completing employee performance reviews with a pencil, here's a jumping-off point to get you caught up.

The Power of Tech in Performance Management

Using an advanced performance management system, employee and agency goals have a better chance of success; best practices can be implemented successfully; and they allow the entire process to be managed more efficiently.

On top of that, an effective performance management system should:

- Provide meaningful performance results
- Aid in the growth of training and career development programs
- Help set expectations
- Monitor performance

- Assist in rewarding top performers

Beyond those critical gains, performance management systems eliminate some of the uncertainties of the past: agencies can ensure accurate performance appraisal data—crucial to the effectiveness of performance appraisals. With access to their evaluations and goals for the coming year, these systems also drive more feedback from employees and encourage positive attitudes toward performance reviews.

The digitization of performance management not only provides more precise data but also positively influences management processes and strategic development. Technology-enabled performance management tools simplify the manager's evaluation process and turn employees into active participants in their review sessions.

Furthermore, with increased transparency and automated strategic federal human resources functions, these tools can give employees a sense of alignment with the agency's objectives and provide managers with the information they need for compliance and regulatory purposes.

Government Agencies See Results with Performance Management Systems

Current federal performance management systems have left many HR professionals scrambling to get the results they need and require significant improvements. Although performance management technologies have been in existence for some time, government agencies have only just begun to understand the substantial benefits.

Moving from a paper-based performance management process to a dynamic, technology-based platform yields many advantages. Some of which include:

- Quick and easy cascading of goals where effective performance management systems make it significantly faster to link individual goals to the agency's mission
- A searchable database for stored high-quality goals and performance elements
- Increased standardization of management processes
- Accurate annual performance ratings
- Facilitated communication between employees and managers
- Progress reporting across the institute

With an efficient HR system in place, agencies can alleviate the administration burdens of a traditional performance management system. Any time saved can be invested in other crucial activities such as employee development and succession planning. The advantages of a performance management program serve everyone involved in the agency and support the agency's progress in reaching institutional goals.

Institutes using a digital system will be better prepared to handle today's (and tomorrow's) public-sector challenges in the most effective (and least frustrating) manner.

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