# Good essay on controlling and performance management

Business, Company

Business performance management is defined as a set of management processes that are used to monitor and manage the performance of an organization or an institution. These processes are important to ensure that the organization is able to fully achieve the set goals be it one or several that have been indicated for a certain period of time (Bauer, 2004). A business performance management has three main activities; the selection of the goals to be achieved, to have a merger of the information from the organization that will aid in the achievement of these goals, to have the managers in the organization set parameters with the information gathered to be used to achieve better results in the coming periods for the achievement of goals.

Intelligent agent technology is considered to be one for the many solution vital for technological handling of overloads when it comes to information most of which is caused by the development of a well structured business sector. An intelligent agent is also referred as a program that collects information or is able to perform some form of duty without having constant supervision or guidance (Goldsborough, 2000). This is made to happen by having it programmed to perform the duty on a regular schedule.

The intelligent agent also known simply as an agent is able to gather this information from the internet by sifting through the information it comes across and takes that which is relevant to it. This information is then delivered to the location is it required periodically depending on the schedule it has been placed under. Some of the other agents designed will include site watchers who will monitor and report when a given site has been updated or when any activity has been conducted.

The agents are vital in research activities for the management of business. They are used to gather the data and will translate it into more lucid information thus making an important contribution for effective business management performance. These agents will give this meaningful data that will be used for executive decision making and the planning process in the business system. The information they gather that is deemed necessary in the decision making is referred to as the key performance indicators (KPIs). In order to avoid the agents from falling into the pit of quantitative limitation it is important to have the bots being included into the strategic plan of the business and this will ensure that they are very effective in their tasks.

For any organization it is important to understand the necessity of having monitoring being conducted in real time, as well as having data analysis in a continuous manner. This will contribute highly to the firm's objectives of achieving the set goals and excellence in the areas of business. It is also important in that it business is able to meet its daily functions and ally these with the long term policies put across (Chapman, 2005). The best way to achieve this is to incorporate the raw data as well as the refined data into their interactions with a user who is not limited to human and have a curiosity stand that seeks to question the outcome by thinking further than the data presented.

Businesses that are not able to include the technical factors into their long and short time structures are not fully able to have an accurate review of their performance in the market. While the agents do not necessarily have an influence on the performance operations it will however have influences on the decision making aspect of the business. Real time monitoring aids the

business in question to have initiatives that are pro active and make decisions based on these pro active achievements.

It is therefore necessary to have KPIs that are important to the business and that these KPIs are able to provide necessary feedback and that they are able to find a balance between the strategic operation and the operational management's measures (Dávila et al 2012). The KPIs need stand alone or related to a specific department but need to work together across each department to ensure the information provided is relevant and critical to the firm.

There is no perfect agent that will perform the tasks and provide information that is all round relevant. In the transfer or translation of theoretical data into practical data brings out prevalence of trying to find a fixed numerical figure and this is further complicated when the human user is brought on board and added to the array (Bauer, 2004). The better option is seeking out better KPIs is to have them geared towards an optimal line of tactic in the distribution of the data.

Data overload can be a menace to the effective performance of the business management; this is possible as it hinders the running of the business effectively as it is not possible for the organization to focus on the long term strategies and goals in the company (Halachmi et al 1995). When situations such as data accumulation occurs then the company is put at risk as it can lead to breakdown of systems, confusion can occur in the translation and delivery of accurate and relevant data. It can also lead to loss of driven the carrying out of tasks.

It is therefore important to regularly clean and update the systems so as to

ensure that the process being used is effective and is up to par with the management process for which it is entitled. Reduction and refurbishing will ensure that the KPIs are able to be effective in their approach (Kleynhans, 2006). The advent of technology has altered businesses from a spectrum that is relied on leadership and other personalities to one that is more identified, homogenous, and normalized.

The traditional way of policies control is that the development of intelligent agents is based on the decision making culture of the businesses. The change brought on by the electronic system is that they have changed the manner in which human users interact with them and also how they interact with one another (Samsonowa, 2011). This change in businesses is as a result of the procedures forcing the firm to reshape their structure in order to fit in with the innovative and dynamic way in which technology is changing. A as result of this the traditional way span of control policies and practices cannot be applied in this era.

They do not allow for innovations and have very little space for the dynamic way in which information technology changes (Scheer, 2006). By having the right KPIs and a system that is updated and that can handle the business management performance effectively. The agents are vital in research activities for the management of business.

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