

# Explain how employee performance is measured and managed essay sample

[Business](#), [Management](#)



Describe these 3 methods of measuring performance

1. Performance indicators - performance indicators outline what an employee does right for example if they receive a 10/10 positive feedback from who they serve and zero defects. 2. Goal theory - this is a method of motivation in which someone is given a goal to work towards so their work output will increase. 3. SMART targets - choose at 3 from this list -

Sales targets - this is a figure that an employee must work towards and they can see if they are meeting it. Is comparable to other months/years

Waiting times - If a customer has to wait less than this will mean that productivity within the business is getting better. This is usually measured in hospitals.

Pass rates - If pass rates are increasing then this means that the organisation is doing something correctly and improving its productivity. If pass rates decrease then the organisation needs to work harder to change this.

Managing performance

For each of these 4 case studies describe the methods of managing performance and suggest how they could be applied to the business in the case study

Case study 1 Evolution Jewellery

Charles at Evolution Jewellery has called you in because he is finding that in his staff team that there are very varying levels of performance, particularly in relation to the quality of customer service. He has had increasing levels of

customer complaints and sales are falling. There are 2 members of staff who only started 3 weeks ago, one in particular has very poor customer service skills. Out of the other 6 staff you have observed that everybody is serving staff very differently.

Describe these methods of managing performance & how Charles could use them

at Evolution Jewellery

- Probationary period
- Staff appraisal system
- Supporting employees by mentoring, monitoring and buddying
- Ensuring that staff members are competent to do the job
- The need for proportionate discipline

Case study 2 Mrs Top Dog

Mrs Top Dog is worried because she manages a team of workers in the council housing offices. Her staff team are responsible for the call centre and housing help desk in the council offices. They deal directly with people who are homeless or distressed on a regular basis. They are very short staffed and the section has high level of sickness absence and a high staff turnover rate.

Describe these methods of managing performance & how Mrs Top Dog could use them -Providing occupational health services

-Managing workloads & capacity

### Case study 3 Sparrow Sandwiches

Jack from Sparrow Sandwiches rings you he is planning to expand his chain of pirate themed sandwich shops. He wonders if you have any suggestions for how he can manage this expansion utilising the well trained team that he has at his successful first store. Describe these methods of managing performance & how Jack could use them: -Delegating authority and responsibility to staff, including giving autonomy to carry out tasks -Linking rewards to performance

### Case study 4

Julia Biggins brother William rings her to ask her for help, he runs the Seaside Hotel and he has decided that he would like to improve the skill levels of his staff so he can offer a higher and more consistent quality of service to customers. He wants to get his hotel into some more guidebooks and also get better online reviews on Trip Advisor.

Describe these methods of managing performance suggest how William could use them at the Seaside Hotel -Employee development (training, learning, job rotation, accelerated promotion, personal, professional)

M3 - Explain how the results from measuring and managing performance inform employee development

Taking what you have learnt in P5 about different methods of measuring and managing performance. Explain how you could use the results to inform employee development. Choose 1 method of measuring and 3 methods of

managing to write about. Give business examples to back up your points. Add an introduction and a conclusion.

D2 – Assess the importance of measuring and managing employee performance at work Why is it important for organisations to measure and manage their employee’s performance at work? Justify your points. How valuable is measuring and managing employee’s performance at work for an organisation? You must justify your opinions. What are the advantages and benefits of measuring and managing employee’s performance for employers? Discuss the potential consequences if an organisation failed to measure and manage the performance of their employees Add an introduction and a conclusion, include accurate references.