Implementation of Performance Evaluation of employees through online system.

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Abstract

This article presents a performance evaluation system for employees online. The design is ideal for large organizations, many employees and a complex system. Therefore, the system is designed for all levels, easy to use and flexible system. It was also design to be able to modify the assessment accordingly, and more important the process of evaluation, management can be applied to organizational development and personnel.

Key Words: ***Evaluation, assessment, employee appraisal***

1. INTRODUCTION

Employee evaluation system is a well-known tool in the organization development for job performance, tasks, colleagues, and staff. Every Organization focuses on the process of employee appraisal. This process is included self-assessment, assessment from employers and assessment from colleagues. The result of the accurate evaluation will drive organization strategies to develop and meet the goals of the executive policy. This paper is proposed a very simple and effective method for evaluation of staff. Free Form Evaluation online System was developed for organizations with large number of employees and complex systems to control the quality of work. This system is designed to be flexible for each staff tasks' evaluation. According to the systematic database, the result can be analyzed properly. Executives are able to develope the organization by using the overall results of the evaluation combining with the standard criteria of the organization policy.

2. BACKGROUNDS

2.1. Evaluation employee

Evaluation employee is used in all business. All organization is interested in it because the evaluation will allow the operator to know the results of operational issues. To be used to develop improved, in respect to crash or reproduced in part successful. The effectiveness of the company's success will be based on employee being evaluated in the future as well. The model is used to evaluation the employee[9,12] was able to create a
simple, easy to own. It also provides accurate, reliable results.

2.2 Question setting

The question setting is very important because it gives the executives accurated infromation. There are 2 types of questions:

1.Structured or closed form : It is mutiple choices. Each question has choice of answers. The advantage of this type is that the questioner will receive the answers that they needed for their simple conclusion. On the other hand, there is a disadvantage which is we will not get information related to feelings or opinions of respondents[3]. However, this type of question is good to use with numbers of people because the answers that we receive would be closed to the needs.

2. Unstructured or open form : This type of questions are not multiple choices. It allows the assessments free to answer. So the questions must be asked clearly to define the scope of the answer otherwise the results may come out with different type of answer and informations may be over of what needed.

2.3 Determine the answer

In response to evaluation, It is important enough to ask for identification [13]. The form of answers to assessment enables the analysis of information. There are 4 types.

2.3.1 Nominal scale : To determine the answer of this type, numbers will be used as definition of symbols to represent each answers. Respondents choose the number of answer options in front of them for example:
 Do you have the skill to use most computer programs of any type?
1 = Microsoft Office, 2 = Graphic tool, 3 = Data Base, 4 = social network

2.3.2 Ordinal scale : A selection of answers to the class represent the sequence of answers. For example:
How do you agree about the work system that you are working right now?

The answer of this type is never , some time, always, or strongly agree, agree…up to strongly disagree.

2.3.3 Interval Scales: A selection of answers to a sequence of numbers will be used instead of the multiple choices. It is used in the case of the answers are in sequence. Example:
How do you feel about the evaluation online system? 5= Excellent, 4= Very good, 3=Good, 2=Fair, 1=poor

2.3.4 Ration scale: It is the same as Interval Scale but differ from the fixed ratio of the answer, the answer may begin with a sequence of zero, such as How many overtime do you done a week? 0, 1, 2,3,4,5,6,7,8,9,10

3. METHOD

Free Form Evaluation online System was developed to simplify the evaluation of the large organization with large numbers of employees and very complex system to control the quality of work. The figure1 presented the concept of the system which started from analysis and followed by the system design. Finally, we developed the online evaluations[1,4].
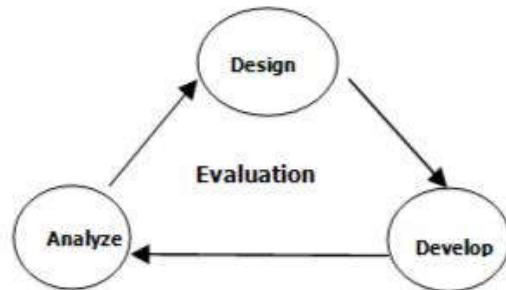
This system is designed for all employees in the organization to be able to self-evaluate. The system is classified by duties and functions. Some employees can evaluate themselves, colleagues, and chiefs. However, some employees may not. Moreover, the system is flexible to independently appropriate design for any situations. The below figure3 is Use case Diagram for the right. The developed on -line work evaluation has been analyzed[2,5,7,8] for the following users:

•   Administrative Officer has the right to create staff evaluation form, print evaluated form to distribute to some workers who don't know how to use the system and then entry data to the evaluation system for them, evaluation and considered the result of evaluation.
•   Human Resource Officer has the right to record working time table including vacation, sick time and progress of staff work and performance recording.
•   Finance/account Officer has the right to record business profits of the company
•   Chief has the right to consider the evaluation results of their own department or section.
•   General Officer has the right to do the evaluation of staff according to the Human Resource's regulation and consider his evaluation result.
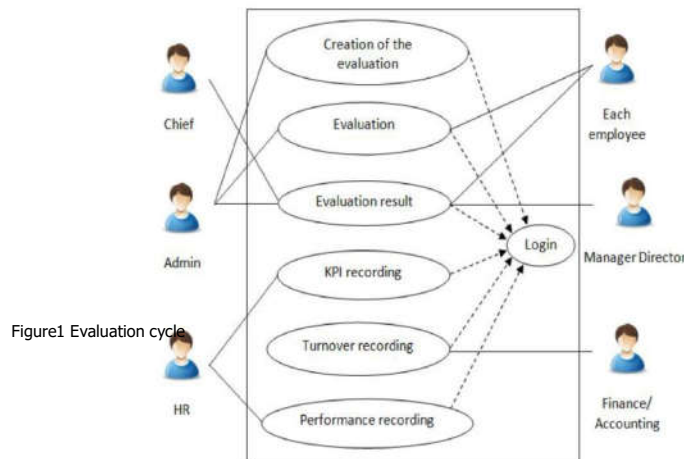

Figure1 Evaluation cycle

Figure2 Evaluation Architecture

In figure2 shown the evaluation architecture design system which is divided into five parts as follows, administration and data storage, data input, data management, data output and graphical user interface.
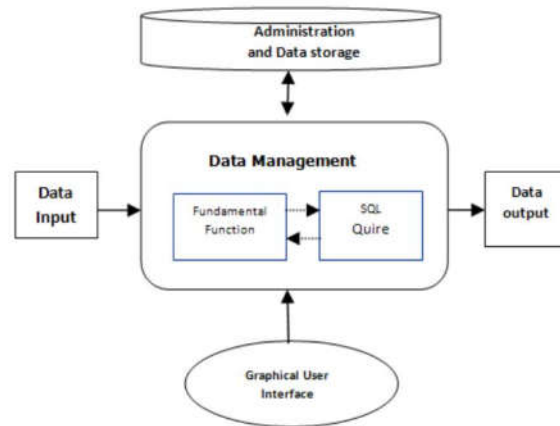
Figure 3 Use case Diagram for the right

3.1 evaluation criteria

This system design by using 4 evaluation criteria, the first criteria is KPI (Key Performance Indicator), KPIs are used to measure or evaluate the operational performance which the results are quantifiable measurements, agreed before that reflect the critical success factors of an organization. The indicators and achievement of the smart goal should follow

  a) The specific : there is nothing specific that you want to measure and what is the desired result.
  b) The measurable : to measure the indicators are not a burden, to quantitative, too much time.
  c) The agrees upon : must be mutually agreed between subordinates and superiors.
  d) The realistic : to challenge and an opportunity to be successful, it is possible.
  e) The time bound : the time frame for proper functioning, not too long and not short.

The KPI of system is considered into three levels as follow figure4: organization level, unit level and personal level. Indicator of successful will be transfer from the top to the bottom.

Figure 4 The indicators and achievement of the goal

The second criteria is the business profits[10], the profit and loss of organization are recorded in form of assessment by finance and accounting.

The third is working time is hour, working time includes all time during the period of evaluation of the normal working time, overtime, vacation leave, sick leave and other leave. All will be evaluated by human resource officer.

The last criteria is questionnaire [4]. The Human resource section will design the evaluation questionnaire form for each working group which each form will be different.

3.2 evaluation Model

The employee evaluation form is the way to get good and practice assessment data of each employee and each group. Each model will have vary evaluated information. Assessors are designed from 3 levels as follow:

3.2.1 Supervisor level : Supervisor can be directly from the units or from other section who is in higher lever than the employee being evaluated.

3.2.2 Self evaluation : will allow employees to be able to evaluate their own work freely. This will give employee the opportunity to work independently as well-deserved.

3.2.3 Colleagues evaluation   : will allow employee or colleagues from the same section or division to evaluate each others. The observed behavior of the employees was assessed as well at the end.

4. Result and Discussion

The Task Evaluation OnLine is one of the most efficiency tools that can define and examine staff's works to reach the goal, and direction of the company's policy. This system is a flexible and can be adjusted to be used for staff and their works properly. However the performance of the evaluation organizations and personnel must be justice, fairness, neutrality. The results will be used as a foundation. Every action must have evidence. To make the evaluation more natural, it mus not be falsified. It has to start from the beginning of the year. Employees will be part of the success of the organization. The organization will have a good reputation when customers accepted. Everyone will be happy from the success of their organization. Therefore, the evaluation of organization and personnel must work together.

5.CASE STUDY: 2S Metal Public Company Limited

2S Metal Public Company Limited is a company that uses case studies for system testing. This type of company is a large company with many employees, male and female and religious workers, foreigners such as Laos and Myanmar, Malaysia. It is suitable to be used for testing the system, and it can test all elements of the design.
The results of the trial are responding very well. It is easy to use, and work fast. Employees are very satisfied with the results of the assessment. The evaluation results can be used to improve the performance of duties, and their unit as well. Moreover, supervisors and the managers can use the results of evaluation to determine the level of salary to transfer staff position properly and fairly.

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