Designing Performance appraisal (ENGC 6391)

Course description and outline

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Course description:

- Performance management is a concept that has come into popular use in the management of an organization human, material and financial resources for the benefit of the public or consumers.
- Globally defined performance management is the use of performance measurement in shaping the performance of organizations and people.
- Many leading organizations use performance measurement the process of assessing progress towards achieving predetermined goals to gain insight into and make judgment about the effectiveness and efficiency of their programmers processes and people.
Main Textbook/Required Textbook:


Supplemental References:

- Extending performance-based design methods by applying structural engineering design patterns by John-Michael Wong, 2008
- A cognitive approach النهج المعرفي to performance appraisal Angelo S.DeNisi, 2005
- Design Performance Francis J. O’Donnell and Alex H.B. Duffy, 2005
- Key Performance Indicators Developing, Implementing, and Using Winning Key Performance Indicators (KPIs) Second Edition DAVID PARMENTER, 2010
Main goals:

1. Respond to the pressures for improvement in the delivery of public services

2. Design a performance management appraisal system suitable for particular countries, states, organizations, employers and employees

3. Demonstrate how to measure performance

4. Determine how the performance appraisal system can be institutionalized in the entire administrative system.

The overall approach is to conduct a needs assessment in the ministries, then to design an appropriate appraisal instrument, train its users and, finally, install the system so that it becomes part and parcel of the public service machinery. The emphasis on developing techniques of designing the performance appraisal instrument itself.
COURSE OUTLINE

• Personnel Management and Element of personnel management
• Job analysis
• Performance appraisals tools and biases
• Communicating Performance appraisals
• Handling Employees After Performance Appraisals
• Importance of Performance Appraisals
• Automation and Performance Appraisal Process
• Performance Appraisals is Data Driven Instead of Being Subjective
• Job Evaluation
• Personnel Records
• Employee Relations
• Employee Stress, Performance, Discipline, Grievance and Employee Training
• Methods of Training Employees
• 360 Degree Feedback