

EVALUATING THE PERCEIVED USABILITY AND EFFECTIVENESS OF PERFORMANCE MANAGEMENT SYSTEM: AN ASSESSMENT

ABSTRACT

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This study evaluates the perceived usability and effectiveness of the Performance Management System (PMS) at Company X, a Business Process Outsourcing (BPO) firm. It focuses on how employee performance is monitored using tools such as customer feedback surveys. The study also examines common challenges in implementing PMS, including insufficient monitoring, lack of training, and ineffective communication. Additionally, it explores the role of established frameworks such as 360-degree feedback, Management by Objectives (MBO), and Key Performance Indicators (KPIs) in enhancing organizational performance. A quantitative-descriptive research design was employed, using an online survey questionnaire as the primary data collection tool. A total of twenty (20) employees—comprising ten (10) supervisors and ten (10) managers—were selected through purposive sampling, ensuring relevant experience with PMS. The questionnaire was structured using a 4-point Likert Scale to measure responses regarding system usability and effectiveness. The collected data were subjected to statistical analysis to draw conclusions and address the research objectives. The results showed that most respondents were women aged 18 to 27 who had used the PMS for one to four years. While the system was generally perceived as user-friendly and effective, challenges such as poor communication, inadequate monitoring, and limited training were noted. These issues were identified as barriers to fully optimizing the system's functionality and impact. The findings highlight the need for continuous improvement in the implementation of PMS. Key recommendations include assigning additional operations managers to oversee PMS use, conducting regular monitoring, holding weekly team meetings, and providing structured training sessions. The integration of real-time feedback tools, usability testing, and adaptive learning content is also encouraged. To maintain an effective PMS, regular updates and responsiveness to user feedback are essential to align the system with organizational goals.

RECOMMENDED CITATION

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