

PERFORMANCE MANAGEMENT AND FEEDBACK SYSTEMS

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Annotation: All of the organisations in existence today have performance management systems in place as one of the instruments for attaining organisational success. Because of workers, these concepts have not yet reached their full potential. Regard them with suspicion and give ability and experience precedence over other variables when judging a company's performance. The critical roles that feedback systems and performance management play in promoting both individual and organisational success are examined in this essay. It looks at how these systems have changed over time, what makes them work, and how they affect worker motivation, growth, and productivity. In addition, the essay offers insights into upcoming trends and best practices for putting in place efficient performance management systems.

Key words: Performance Management, Feedback, Employee Development, Motivation, Goal Setting, Performance Appraisal, Continuous Improvement, Organizational Growth, Human Resources.

In the current dynamic and competitive business landscape, companies are continuously looking for methods to improve worker performance and foster organisational expansion. In order to accomplish these objectives, performance management and feedback systems are essential because they offer a systematic framework for establishing expectations, tracking advancement, and giving helpful criticism.

A deliberate strategy to ensuring that workers maximise their potential and meet objectives for both personal growth and the success of the organisation as a whole is performance management. The task of defining precise success criteria for work is ongoing. This may consist of:

- Specific objectives and benchmarks for performance
- Examine and evaluate the employee's job responsibilities
- Remarks based on performance evaluation and established goals
- Acknowledgment and continued professional growth - new objectives and elevated benchmarks

Developing a systematic method to managing, assessing, and enhancing employee performance in a way that is in line with the objectives and strategy of the business is the fundamental component of performance management. This makes it possible for staff members to understand expectations and how their work will be evaluated. It's a continuous process that incorporates managers and staff members rather than just an annual assessment. An essential component of performance management is ongoing employee performance monitoring and assessment.

There are numerous reasons why performance management is beneficial. These are the top 6 reasons your business should think about devoting time and funds to setting up a successful performance management system.

Increases output: Performance management can increase output by clearly defining objectives and standards for staff members. According to industry data, performance management can swiftly

result in employee churn and demotivation if managers and staff are not on board with the concept. Check out this research paper that was published in the Journal of Human Resource & Leadership by Grace Simpson, MSc, and Dr Reckonel Simpson.

Enhances job satisfaction: Workers are more likely to feel valued and satisfied with their jobs when they receive regular feedback and acknowledgement for their efforts. There is scientific evidence in the literature that links reward/appreciation and job satisfaction; for example, Swaroopa Dubisetty and K. Sreenivasulu Reddy's paper from the Journal of Management and Science provides this information.

Determines opportunities for improvement: Employee performance and productivity can be increased by identifying areas where they require more training or assistance, which can be done with the aid of performance management and feedback. Together, management and staff may identify obstacles, talent shortages, and resource requirements in order to come up with the best solutions. Employees are inspired and empowered to thrive in their roles as a result of this atmosphere.

Stimulates collaboration: Performance management can stimulate collaboration within the organization. Goals and expectations are not just an individual pursuit, but should be a shared goal. By having clearly defined common goals, a department or group of people can help each other achieve the organization's vision and strategies, which can create a shared sense of purpose.

Promotes effective leadership: In order to achieve the beneficial effects of performance management, it is essential that management sets clear frameworks and expectations, provides employees with constructive and useful feedback, and recognizes and rewards good performance. In this way, performance management promotes and necessitates effective leadership.

An essential component of the performance management process is performance feedback, also referred to as performance reviews. It describes the procedure by which a worker gets detailed and helpful criticism regarding how they performed in relation to predetermined standards, objectives, and expectations. The employee themselves may reflect on their own work or ask supervisors, coworkers, or even other people for comments.

Giving employees insight into their strengths, flaws, areas for growth, and opportunities for progress is the goal of performance feedback. Additionally, it offers a chance to acknowledge exceptional work, which may enhance the worker's view of their professional abilities and aid in keeping them motivated.

Employees may improve their performance, change their behaviour, and develop their skills by getting regular, constructive feedback. A good way to provide performance feedback is to: **Particulars:** In order for the employee to know which activities or accomplishments have been successful and which still require improvement, feedback should be specific and tangible. It's critical to refrain from giving employees ambiguous feedback that lacks specific instructions since this increases the possibility that they may misunderstand what the company expects of them and find it challenging to perform at a level that meets expectations.

Constructive: It is important to provide feedback to employees in a way that supports their growth and development. It's important to not only call attention to errors but also to strengths and offer specific recommendations or areas for development. A pleasant and growth-oriented work culture is largely dependent on constructive feedback.

Continual: In order to give the employee the opportunity to make continual performance adjustments, feedback should be provided on a regular basis. It is rarely a good idea to wait until annual evaluations to provide feedback because doing so prevents quick progress, which is a lost chance that affects the employee in question as well as the business as a whole.

Dialog-based: Two-way communication is required for feedback. Establishing a transparent and reliable communication channel that allows employees to voice inquiries, offer their opinions, and address any issues or worries is crucial. In this situation, the employee can also take ownership of the established expectations and goals, ensuring that the performance review is a collaborative goal that aligns with the employee's interests and competencies as well as the company's strategy and vision, rather than merely a standard that the employer "drags down" on them.

Organisations can effectively foster a culture of continual performance improvement by instituting a system of regular and positive performance feedback. Additionally, it can improve worker engagement and aid in the retention of skilled workers.

In the hiring process, performance management is another effective instrument. Businesses can accomplish more efficient onboarding and onboarding of new workers by making sure that these individuals are well-informed, well-trained, and have clear expectations regarding their role and performance. The process of ongoing communication and feedback between a manager and employee with the goal of achieving organisational objectives is known as performance management.

In conclusion, the history of performance management in the 1920s consisted mostly of rigid command and control, as well as mechanical problem-solving and task-solving without any desire for advancement or development. The need for educated labourers, capable workers, and competitive companies is increasing, which is driving the shift to a more contemporary approach to human resources. Systems for providing feedback and managing performance are essential resources for promoting both organisational and individual development. These systems foster a continuous improvement culture, enable workers to reach their greatest potential, and propel organisational success by offering structure, clarity, and ongoing support. Robust and efficient performance management systems will be crucial for navigating these obstacles as organisations continue to change and adapt to shifting business environments and achieving long-term sustainability.

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