Using Online Appraising Performance during Covid 19

**Hanady Al-Zagheer[1], Mumdouh Mirghani Mohamed Hassan[2],
Hamza Ali ALShawabkeh[3] , Samer Barakat[4]**

[1,*]*Applied Science Private University, Jordan.*

[2] *ALBaha University, KSA.*

[3]*ALBaha University, KSA.*

[4] *Applied Science Private University, Jordan.*

ABSTACT

There are several methods used in evaluating the performance of individuals, and institutions may differ in choosing the appropriate method for evaluating their members, as their choice depends on the size of the institutions.

Performance appraisal presents very important aspects of human resource management, such as understanding employee rights, how to manage employee performance, how to implement performance appraisal systems and how to complete and evaluate employee behavior

In light of the unprecedented turbulent conditions in the workforce as a result of the outbreak of the emerging epidemic of the Corona Virus (Covid-19) Organizations are currently working on innovating new ways of working and operating. Senior executives have begun to take measures to re-imagine previous approaches.

The future of work, putting HR issues at the top of their agenda, and beginning to make changes in readiness strategies, instead of planning for normal future situations, these managers took a position.

This paper aims to study the impact of the Corona pandemic on increasing the use of electronic appraising. The paper also presented a suggested model for electronic Appraising employee that helps many mangers in different organization to do the electronic performance appraising.

Key words: Performance, Online, Appraising, Corona virus, Pandemic.

1. INTRODUCTION

Staff performance appraisal in general represents one of the most pressing challenges on the management agenda in the short, medium and long term. Evaluating the performance of employees in an organization measures the extent to which that organization achieves its goals set at the level of individuals and businesses at the same time.

The importance of evaluating the performance of employees is due to the fact that it is a vital process for taking corrective measures, or because the outcomes of that evaluation result in the necessity of making specific decisions related to all elements of the work and its foundations without exception.

With the technological development, electronic job performance evaluation has become within reach, and the spirit of the times, which was characterized by modernity in terms of possible tools for measuring performance levels, imposed new trends in dealing with job performance evaluation requirements, taking into account the degree of technological culture among those in charge of an institution. The availability of technological performance measurement tools, or the administration's conviction of the necessity of technological empowerment of job performance evaluation tools. Managers need tools to help them quickly and easily evaluate the performance of their employees. For this purpose, many electronic templates have emerged that have been designed in order to enable managers to evaluate the performance of their employees, track the outputs of that performance, and monitor its development or decline [18].

On the other hand, the electronic evaluation of employee performance does not replace the urgent need to understand the basic axes of job performance evaluation, regardless of its method and method, whether traditional or modern. Establishing and clearly defining goals, determining the relative weight of the achievement and realizing the critical importance of the impact of relative weight on the credibility of performance appraisal on the completion of tasks according to the timetables set for them, The electronic evaluation of job performance must also monitor the extent of the employee's commitment to working times, the completion of work according to their specified daily, weekly or monthly schedules, the employee's ability to work within one team positively, and his avoidance of job conflicts, in addition to his ability to deal with various variables and fluctuations. In the work environment, and applying successful solutions to overcome the crises it faces on the level of daily work.

Managers should also note the extent of the employee's ability to withstand pressure, and the extent of his readiness for self-development and various professional capabilities, by joining the career development programs provided by the institution, and the extent to which he benefits from these programs in terms of functional practices that can be observed through his performance within the institution.

2. THE CONCEPT OF ONLINE APPRAISING PERFORMANCE

The electronic appraising system is a website to attract international talent to fill vacancies in different type of organizations , and the site enables visitors and job seekers to search for vacancies, apply for vacancies, suggest vacancies to friends or colleagues suitable for the job, follow up on the status of the application, communicate Directly with recruiting officials, following up on interview details, withdrawing from a job application, and other services related to job application procedures[4].

3. ONLINE APPRAISING PERFORMANCE METHOD

On the other hand, the electronic evaluation of employee performance does not obviate the urgent need to understand the basic axes of evaluating job performance, regardless of its method and style, whether traditional or modern. Managers must define the standard by which to perceive the reality of achievement and consider the task to be optimally accomplished, and managers must after Setting goals and defining them clearly, determining the relative weight of the accomplished, and realizing the critical importance of the impact of the relative weight on the value of the reliability of performance evaluation on the completion of tasks according to the timelines set for them. The electronic evaluation of job performance must also monitor the employee's commitment to working times, the completion of work according to their specified daily, weekly or monthly schedules, the employee's ability to work within one team and positively, and his avoidance of job conflicts, in addition to his ability to deal with various variables and fluctuations. In the work environment, and the application of successful solutions to overcome the crises encountered in the daily work [9].

Managers should also note the employee's ability to withstand pressure, the extent of his readiness to develop himself and the various professional capabilities, by joining the career development programs provided by the institution, and the extent of his benefit from those programs in terms of job practices that can be observed through his performance within the organization [1].

4. ONLINE PERFORMANCE APPRAISING IMPORTANCE

Performance Appraising brings many benefits to the organization and its employees, the most important are:

1) Fundamental to management development processes, as it deals with many intertwined aspects Performance evaluation is essential.

2) Work procedures, including those related to the workers themselves, where they contribute.

3) The performance restriction process provides important information about the level of employee performance, and helps in determining A realistic basis on

which development efforts should begin.

4) The performance appraisal process contributes to revealing the full capabilities and energies of workers It is an entry point for re-division of work and the allocation of responsibilities and roles.

5) The performance evaluation process contributes to improving and developing the performance of employees, as it assists the heads and leaders in the process.

6) Discovering weaknesses and deficiencies in the efficiency of workers and working to strengthen them, in addition to determine the type of guidance needed to drive employees' behavior and fill in their competencies.

7) Performance evaluation leads to suggesting appropriate financial rewards for employees through the information provided It is obtained from the performance appraisal process.

8) Performance evaluation is one of the basic methods used in identifying training needs, determining the types of training and development programs needed.

5. ONLINE PERFORMANCE APPRAISING BENEFITS

Description of the new performance appraisal system that the most important features of this curve is that it is easy to use and built on, The Internet and supports the following policy principles:

A- It reinforces the principle of dialogue between the superior and the subordinate.

B- Linking results and objectives.

C- Eliminate the increase in the number of employee appraisal layers.

D- Linking initiatives aimed at rewarding best performers and treating poor performers.

E- Enhancing the role of senior management in monitoring and planning.

6. ONLINE APPRAISING PERFORMANCE PROPOSAL

There is no doubt that the Covid-19 pandemic imposed many challenges on government and private institutions around the world, and had direct impacts on the way they work and the mechanism of providing their services. Electronic and smart channels, Organizations should be aware of the importance of employing technology and artificial intelligence techniques in developing the entire institutional work system, and relying heavily on them in training and educating employees, and developing their capabilities. At the same time, they should not neglect the aspect of qualifying employees and refining their digital skills. To be able to deal with the new

world of technology, which is characterized by an accelerating world that knows no boundaries for innovation. [17].

The successful organizations will focus during the coming period on developing the analytical skills of their employees, as the organization's possession of experienced and talented employees with high capabilities for analysis and forecasting will enable it to foresee the future and strategically plan its human resources, thus enhancing its performance, productivity, and competitiveness.

Given the importance of evaluating the performance of employees in the organization of great importance in improving its outputs and the impact of the Corona pandemic in approving the assessment for employees through the use of modern technological means in assessment, including the online assessment, the researchers have developed a model that helps organizations in adopting the assessment of the performance of their employees online
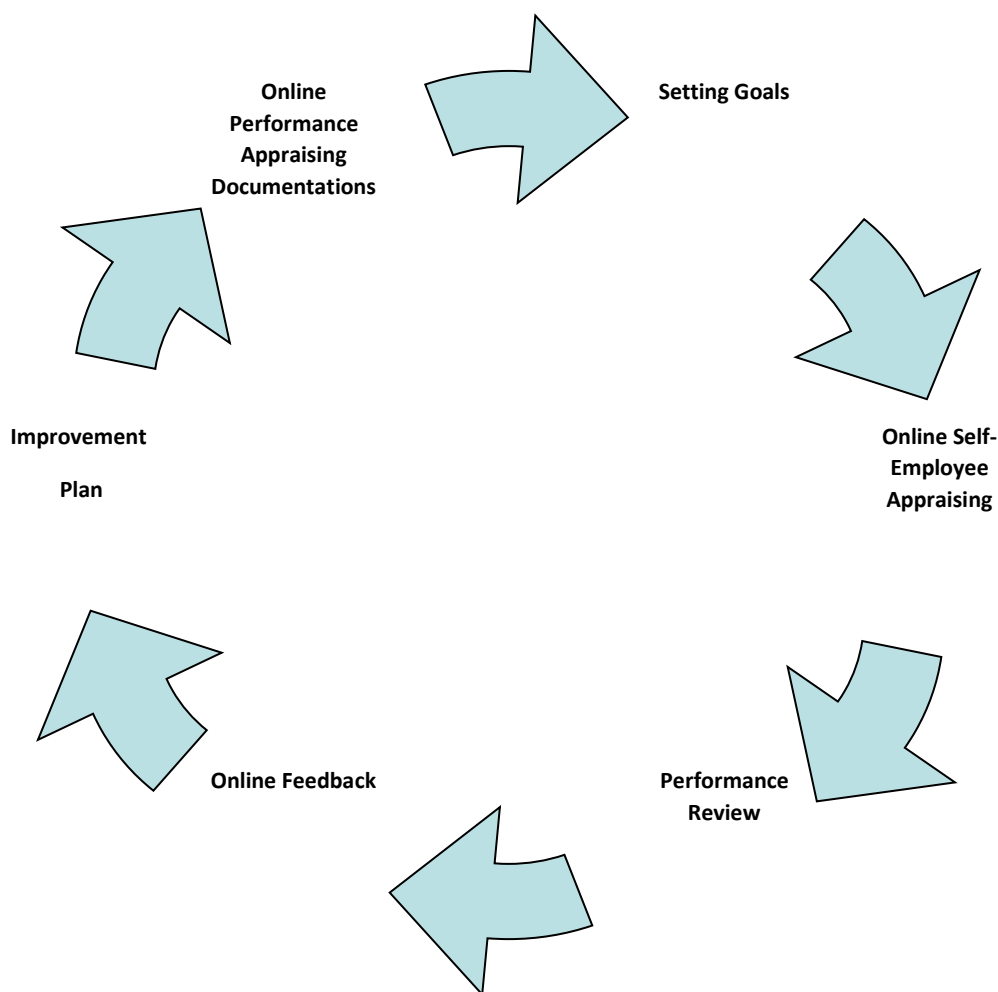
Figure 1. Online Appraising Performance Proposal

7. WHY ORGANIZATIONS NEED AN ONLINE PERFORMANCE APPRAISAL SYSTEM FOR THEIR EMPLOYEES

The importance of the service and employee evaluation system is not limited to the aforementioned features and uses, but its application in your company or organization means raising the morale of your employees, who feel appreciation for their performance and then feel responsible and make a greater effort to develop from their performance and productivity [8].

On the other hand, the job performance appraisal system is a means to ensure impartiality and fairness in the evaluation thanks to the fixed standards it contains. It can also perform its function of monitoring superiors and their level of performance in dealing with their subordinates.

In the end, using the employee evaluation system means obtaining evaluation results through which the employee can perform his level of performance, including its pros and cons. It is an effective means for the success of your business or service activity, whatever its size and field.

8. CONCLUSION

Prior to the digital transformation of HR departments, HR professionals focused their efforts on paperwork and manual printing of spreadsheets that took a lot of time and errors, in addition to the backlog of paper and costs, and wasted hours and hours of the day. But today, with the help of online assessment system, HR professionals can finally carry out their tasks with utmost efficiency by focusing on employee development and working on effective strategies to improve performance and profit. Through our full suite system, we provide HR professionals and managers with clear vision and critical business advice now and in the future, and help them focus on key goals that will achieve the organization's goals.

HR departments will be able to manage and maintain the employee lifecycle and will be able to organize, manage, automate and simplify various complex HR processes, such as: talent discovery, talent onboarding, training and development, performance management, and much more. From the talent pool of advanced jobs, information of all potential competencies can be kept in one place, and managers and HR teams can choose the right employee for the task at hand, which will contribute to achieving the desired change for the organization in the long term.

ACKNOWLEDGEMENTS

REFERENCES

[1] Al-Qudah, S., Obeidat, A.M., Shrouf, H., & Abusweilem, M. A. (2020). The impact of strategic human resources planning on the organizational performance of public shareholding companies in Jordan. Problems and Perspectives in Management, (Scopus index) Volume 18, Issue 1, March 2020.

[2] *AL-Zagheer, H. & Barakat, S. (2020). "Explore the Relationship between Human Resources Information Systems with Strategic Human Resources Planning to Attain Competitive Strategy". Journal of Engineering and Applied Sciences. 15(5): 1175-1179.*

[3] *Al-Zagheer, H. (2017), "A proposed Model linking Human Resources Information Systems with Strategic Human Resources Planning to Achieve Competitive Strategy". Asian Journal of Information Technology, 16, (6):521-526. SCOPUS Indexed*

[4] *Al-Zagheer, H. (2017), "The Talent Management Strategies". International Journal of advances in social science and Humanities, 5, (6):7-12.*

[5] *Christopher Condon, Mathew Clifford. (2010). Measuring principal performance, Learning Point Associates. - Ellen B. Golding, & ed. (2006) "Measuring the Instructional Leadership Competence of School Principals" Paper Presented at the Annual Meeting of American Educational Research Association, New York.*

[6] *Edward, (2014). The Effectiveness of Performance Appraisal System: A Case Study of Unilever Ghana Limited - PBES Handbook, (2003). "Performance–Based Evaluation Handbook, Battimore city public school system.*

[7] *Ellen Golding, Xiu Chen Cravens, Joseph Murphy, Stephen N. Elliott, Becca Carson, Andrew C. Porter. (2008). " The Evaluation of Principals: What and how do States and Districts Assess Leadership?" Paper Presented at the Annual Meeting of American Educational Research Association, New York.*

[8] Hammouri Q., Nusairat, N., Saraireh, Sh. (2020). Determinants of Users' Satisfaction with Mobile Apps. International Journal of Advanced Science and Technology. 29(3) pp. 14613 – 14624.

[9] Jaradat, M., Ababneh H., Nusairat N., Fakih, K., (2020). Exploring Cloud Computing Adoption in Higher Educational Environment: An Extension of The UTAUT Model With Trust. International Journal of Advanced Science and Technology. 29(5) pp. 8282-8306 .

[10] *Ngai, E.W.T. and Wat, F.K.T. (2004), "Human resource information systems: a review and empirical analysis", Personnel Review, Vol. 35 No. 3, pp. 297-314.*

[11] Pearce, J.L. and Porter, L.W. (1986), "Employee responses to formal performance appraisal feedback", Journal of Applied Psychology, Vol. 71, pp. 211-8.

[12] Penny, J.A. (2003), "Exploring differential item functioning in a 360-degree assessment: rater source and method of delivery", Organizational Research Methods, Vol. 6 No. 1, pp. 61-79.

[13] Richman-Hirsch, W.L., Olson-Buchanan, J.B. and Drasgow, F. (2000), "Examining the impact of administration medium on examinee perceptions and attitudes", Journal of Applied

[14] Smither, J.W., Walker, A.G. and Yap, M.K.T. (2004), "An examination of the equivalence of web-based versus paper-and-pencil upward feedback ratings: rater- and ratee-level analyses", Educational and Psychological Measurement, Vol. 64 No. 1, pp. 40-61.

[15] Sproull, L. and Kiesler, S. (1986), "Reducing social context cues: electronic mail in organizational communication", Management Science, Vol. 32 No. 11, pp. 1492-512.

[16] Venkatesh, V. and Bala, H. (2008), "Technology acceptance model 3 and a research agenda on interventions", Decision Science, Vol. 39 No. 2, pp. 273-315.

[17] Hammouri, Q., Al-Gasawneh, J., Abu-Shanab, E., Nusairat, N., & Akhorshaideh, H. (2021). Determinants of the continuous use of mobile apps: The mediating role of users awareness and the moderating role of customer focus. International Journal of Data and Network Science, 5(4), 667-680.

[18] Almajali, D., Hammouri, Q., Majali, T., Al-Gasawneh, J., & Dahalin, Z. (2021). Antecedents of consumers' adoption of electronic commerce in developing countries. International Journal of Data and Network Science, 5(4), 681-690.

[19] Venkatesh, V. and Davis, F.D. (2000), "A theoretical extension of the technology acceptance model: four longitudinal field studies", Management Science, Vol. 46 No. 2, pp. 186-204.