

ORGANIZATIONAL PERFORMANCE MANAGEMENT & MEASUREMENT *

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Abstracte

The current study aims and examines organizational performance management and measurement. This topic is one of the most common topics in management terminology. With organizational performance management and measurement, organization observers significant facets of its current systems, programs. The collected data reveal how its processes are functioning and how its resources may be assigned to enhance productivities and effectiveness of programs. The reason why this this area is vital is that organizations need to compare goals and objectives of organization. Performance management make available a dependable procedure to regulate if an organization's present organism is working well or not.

Organizational performance management and measurement also helps an organization for setting goals to establish a starting point, making decisions based on solid proof, demonstrating that variations have as a result to developments, improving success and better understanding systems or process to accomplish strategic formulation, implementation and aims and promote an mission and values of an organization.

Keywords: Performance, performance management, organizational performance, performance measurement.

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Introduction**Background**

Performance measurement is an accounting practices in modern management as it has become one of a very widespread topics for industrialists and academics as well. An organization can be successful by by both planning measures and broad measurement systems. The purpose of performance measurement is to convey information (Siljanen, 2010).

Performance measurement and management is accepted as a multidisciplinary area of investigation. It consists of dissimilar parts, such as human resource management, management accounting, operations management, strategic management and organizational behavior. Having been consisting of different parts can provide richer understanding and explanation of phenomena (Allison Beer & Micheli, 2018).

The accountability for performance is progressively critical in all types of organizations as it is essential for organizations to comprehend the crucial drivers behind their performance and establish the results of their works. It is known that performance measurement has various interrelationships with quality improvement. It helps organizations how well their systems are working at present and what happens while changes are applied. One of the other benefits performance measurement data and quality improvement is supporting and maximizing the usefulness of quality improvement tools (HRSA, 2011). Performance management and

measurement systems can be accepted as the process of observing and sustaining control of an organization. Performance management and measurement systems have as a result for the accomplishment of inclusive objectives and purposes. These objectives ought to be related to organizational assignment and planned coordination as well (Salem, 2003). Finally, this investigation mainly focuses on organizational performance management and measurement.

The purpose of the study

The purpose of this survey is to investigate the important theories of organizational performance management and measurement and help an organizational development a theoretical strategy for accomplishing its inferiority development aims. This survey highlights the use of evidence-based performance measures to set quality improvement goals and assess an organizational progress (W. Moran; D. Epstein & M. Beitsch, 2013). It also aims to observe how an organizational performance measurement and performance management affects its success (Siljanen, 2010).

Literature review

All organizations try to develop performance measures and management system as well as aims and objectives as it helps to understand and guide operations. Hence, those organizations use some form of performance measurement participating performance measurement into the current organizational management (W. Moran; D. Epstein & M. Beitsch, 2013).

Performance is referred to a process for doing the work and frequently checking improvement concerning accomplishing those goals, as well as the consequences accomplished from the work. Performance is the outcomes of the organizational strategic aims, satisfaction of client and economical aids. Performance management is related to the activities that confirm goals organizations are reliably met in an efficient and effective method. Performance management and measurement of an organizational can be one of the furthestmost common topics that has been studied by scholars as it is being extensively known all over the world. It is being accepted not only in the the private sector but in the public sector as well. The term “Performance Management and Measurement” is related to cohesive, systematic approach in order to improve organizational performance to accomplish all strategic objectives, promote mission and values of an organization. As a matter of the fact, with a Performance Management Measurement organizations desire to improve the results of people’s efforts. Performance Measurement refers to consideration of the total Performance Management system and the process of enumerating the proficiency and efficiency of actions (HRSA 2011 & Salem, 2003).

According to Salem (2003), a successful performance measurement methodology needs ruminant measuring and assessing following variables such as;

Economy:

Obtaining and distribution of contributions

Human resources, physical resources and economic resources

Capacity and superiority

Charge component

Suitability

Operative level

Productivity:

The optimum alteration of feedbacks into productivities

Use of means to accomplish consequences and goals

Balanced usage of capitals

Minimum costs supreme results

Accomplishments in viewpoint of consequences

Effort organization and timelines

Strategic levels

Efficiency:

Accomplishments of consequences, aims and objectives

Emphasis on target customers, recipients, groups

Medium and long term perception

Much more challenging to determine and evaluate

Planned level

According a survey done by HRSA (2011), performance measurement can be defined as a procedure through which an association observes significant characteristics of organizational curriculums, coordination, and maintenance practices as well to measure and compare to goals and objectives an organization. With the help of performance measurement organizations can get data on how organizations recent agendas are working and how their capitals can be distributed to enhance the effectiveness and efficiency of the programs. That why, performance measurement should be well inaugarated all the way through organization maintenance in the essential parts of all departments such finance, operations, and other services. Finally, performance measurement can allow and facilitate organizations opportunities in order to assess present process.

Many reasons can be given why an association might pick out to determine performance of an organization. Organizations need measurement of performance to provide dependable processes to determine to find out providing that an organizational current systems are working well or not. It can be added more and more reasons why organizations might pick out to assess organizational performance, such as:

- ✓ Making a distinction what seems to be taking place from what is certainly taking place
- ✓ Inaugurating a starting point
- ✓ Making decisions should be based on solid confirmation
- ✓ Showing that vicissitudes have as a result to enhancements
- ✓ Permit performance contrasts across sites
- ✓ Monitoring procedure variations to certify enhancements are constant over time
- ✓ Recognizing enhanced performance (HRSA (2011)).

Performance management an organizational and measurement is one of the supreme important concepts in management sciences. It has been found out that a multidimensional conceptualization of performance of an organization associated to shareholders, varied manufactured goods marketplace conditions, and time (J. Richard, et al. 2009).

Result & Recommendations

There are various benefits of a well-defined and organized performance measures and management system including goals and targets may make sure that strategic and operational goals and objectives can be made straight and strengthen one another (W. Moran, et al, 2013).

Organizational performance management and measurement is one of the most popular topics in management terminology as with organizational performance management and measurement, organization can observe significant facets of its current systems and programs as well. On the other hands, performance management may provide a dependable procedure to conclude if current system of an organization is in work well or not.

Organizational performance management and measurement should be considered comprehensively by all organizations as it is a critical element of accountability for organizations.

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