

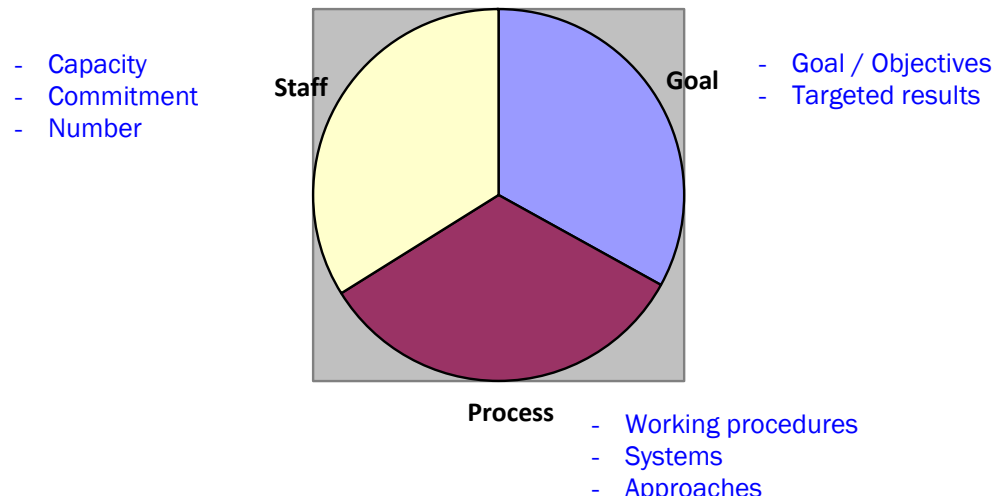
Organization Performance Management

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1. Performance management: A systematic approach

What lead to high organization performance? The obvious answer might be: the competent and committed staff. BUT, what if you have competent and committed staff, but your organization performance still poor?

In order to get high organization performance, you need to think holistically by taking many influential factors into account. A simple model said: there are three important factors to be considered in order to achieve high performance – staff, process and goal. Poor performance often not caused by staff, but by complicated and inefficient working procedures, systems and approaches or by too ambitious goal and targeted results. Thus, simplifying/adapting working systems or reducing expectations will lead to achieve performance.



2. A more complex performance variables: 2 dimensions

		Performance Factors		
		GOALS	DESIGN	MANAGEMENT
Performance Levels	ORGANIZATION LEVEL	<p>ORGANISATION GOALS Organizational strategy and direction</p>	<p>ORGANISATION DESIGN Organizational functions, systems, structure</p>	<p>ORGANISATION MANAGEMENT Setting goal Managing functions, Resource allocation</p>
	PROCESS LEVEL	<p>PROCESS GOALS Goals of key processes that linked to organization requirements</p>	<p>PROCESS DESIGN Effectiveness and Efficiency of process to accomplishing the Process Goals</p>	<p>PROCESS MANAGEMENT Managing process. Resources allocated to each process</p>
	JOB/PERFORMER LEVEL	<p>JOB/PERFORMER GOALS Expected outputs and standards from the job/performer</p>	<p>JOB DESIGN Design appropriate jobs. Appropriateness of job environment and work conditions</p>	<p>JOB/PERFORMER MANAGEMENT Performer's understanding of the job. Knowledge/skills performer needs to achieve the job goals</p>

Note: Please interpret the table from right to left (rather from bottom to top)