

Shvets K.
Y. V. Drobot, research supervisor
N. V. Poperechna, language adviser
National Mining University

PERFORMANCE MANAGEMENT IN ORGANIZATION

Performance management is one of the key processes that, when effectively carried out, helps employees know that their contributions are recognized and acknowledged. Performance management is an ongoing process of communication between a supervisor and an employee that occurs throughout the year, in support of accomplishing the strategic objectives of the organization. The communication process includes clarifying expectations, setting objectives, identifying goals, providing feedback, and evaluating results. The effective performance of organization depends on the contribution of activities at all levels - from top management policy development through to efficiently run operations. There are four levels of performance management given below:

1. Organization's priorities: at the highest level performance management is rooted in the organization's long term business strategy.
2. Strategic level performance management: at this level the management concern is from both outside in and internal perspectives.
3. Programme level performance management: performance management at this level is focused on the desired results of programme changes, to demonstrate what has been accomplished.
4. Tactical or operational service level performance management: here the management focus is concerned on service delivery and outputs, using conventional service level agreement approach and related measures of aspects such as volumes and quality.

Performance management should be focused on the organization, departments, processes, programs, products or services to internal or external customers, projects, teams or groups organized to accomplish a result for internal or external customers.

The main benefits of the performance management are:

- focusing on results, rather than behavior and activities;

- aligning organizational activities and processes to the goals of the organization;

- cultivating a system-wide, long-term view of the organization;
- producing meaningful measurement.

Performance management always strives for the identification of business goals, ways to achieve these goals, and the results. Thus, it can be said that performance management helps in the alignment of business activities, processes and sub-processes in order to achieve business goals. Consequently, performance management is important to the business needs and must not be neglected.