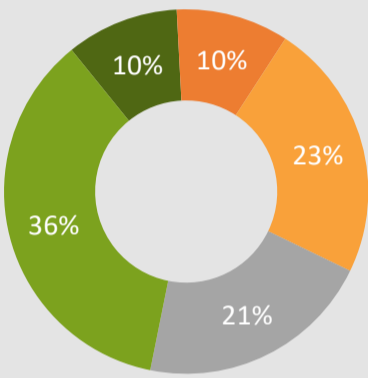


What do employees and managers think (and feel) about performance management processes?

Performance management is a process often dreaded by employees and managers alike, yet a crucial contribution to any organization’s success. We asked 49 leading global organizations with headquarters in the UK, Switzerland, Austria or Germany to report on what their employees and managers actually think and feel about their current processes. Read on to hear what we found.

Rate this statement: The organization’s performance management process is an effective use of employee and manager time



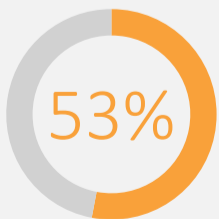
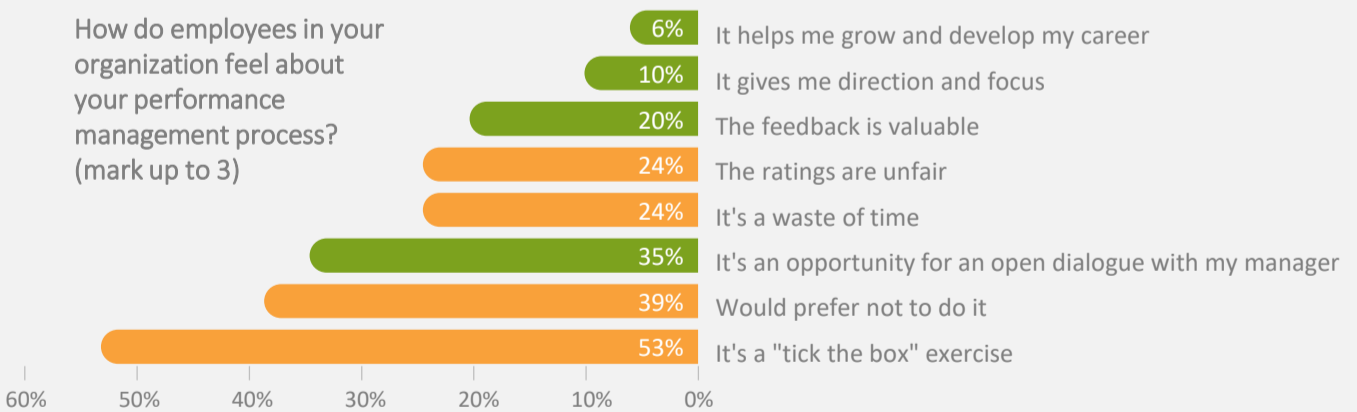
Only **46%** of participants **agree** that their organization’s current performance management process is an effective use of employees’ and managers’ time.

■ Strongly agree ■ Strongly disagree ■ Disagree ■ Neutral ■ Agree

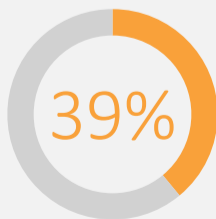
With so few organizations believing that they implement an effective process, we probed further to understand why, and asked participating organizations to consider their employees’ and managers’ perceptions.

When considering employees...

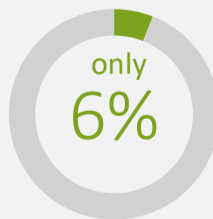
How do employees in your organization feel about your performance management process? (mark up to 3)



Of participating organizations report their employees feel performance management is just another **"tick the box"** exercise



Of participating organizations report their employees would **prefer not to do it**



Of participating organizations report their employees feel performance management helps them **grow & develop**

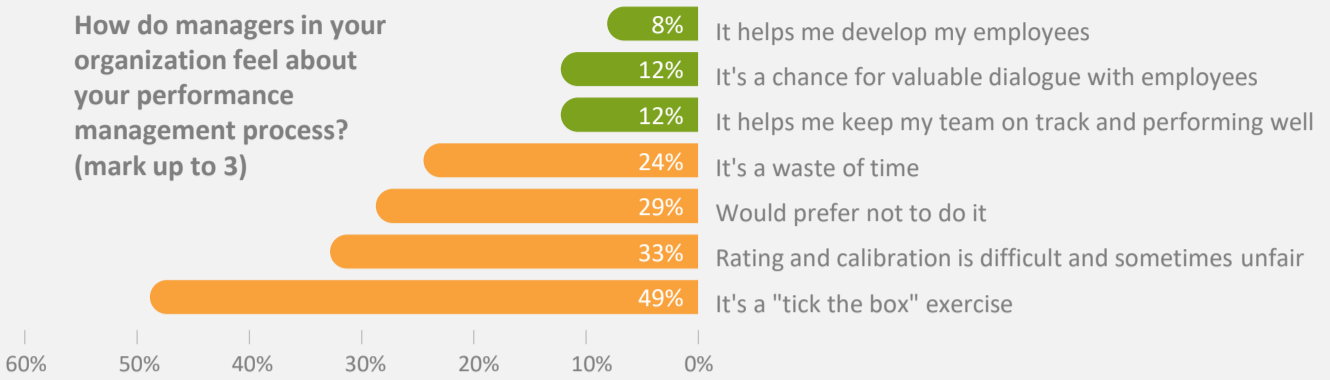


Of participating organizations report their employees feel performance management gives them **direction & focus**



With so few identifying development or direction as results of their organization’s performance management, it’s clear why current practices need to change.

When considering managers...



A high percentage of participating organizations believe their managers perceive current processes as negative, while a low percentage perceive them as beneficial (creating dialogue, helps to develop and keep employees and their performance on track), demonstrating much room for improvement:



What could shift these results to a more positive outlook?

We believe that the basic foundations of performance management still hold true ([read more](#)), but the practice should be optimized to provide a **positive** and **low effort experience**, and to **meet the various needs** of both employees and managers.



Employees increasingly expect HR to deliver a consumer-grade experience



Source: Deloitte

Creating a consumer-grade experience is complex and in order to ensure a high-quality experience, it needs to deliver:



Effectiveness

The experience delivers value to customers



Ease

It's not difficult to get value from the experience



Emotion

Customers feel good about their experience

Source: Parameters of Forrester's CX Index

Combining this desire for a positive and low effort experience with the need to achieve highly on the [5 objectives](#) is a challenge that all organizations face. We at AKT are passionate about helping you to address these challenges and are ready to help you reach your peak performance at both the individual and organizational level.