

Continuous feedback



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Democratization of technology

Traditional performance appraisals are no longer the most reliable way managers can provide feedback to employees. Old performance evaluation systems are outdated and inefficient, leading to a weak organizational culture.

Therefore, instead of annual performance evaluations, we propose the implementation of a continuous feedback methodology, through which employees can regularly obtain constructive evaluations regarding their performance.

This proposal is supported by global trends which show that:

75%

According to a study carried out by Forbes, nearly 75% of employees consider feedback important, but less than one third receive it

45%

45% of HR leaders think annual performance reviews are NOT an accurate appraisal of employee's work.
- SHRM/Globoforce Survey, 2012

8%

Only 8% of companies believe their performance management process is highly effective in driving business value, while 58% say it is not an effective use of time;

63%

63% of Gen Z said they want to hear timely, constructive performance feedback throughout the year

80%

80% of Gen Y said they prefer on-the-spot recognition over formal reviews

27%

27% strongly agree the feedback they receive helps them do their work better

22%

Of Employees that have to face performance reviews, 22% would prefer to call in sick

-14,9%

Companies who implement regular employee feedback have turnover rates that are 14.9% lower than for employees who receive no feedback

The concept proposed by TotalSoft responds to the expectation of real-time feedback that the new generation has and can contribute to the development of employees' skills, respectively to increase their performance and motivation. It also makes it easier for employers to access information related to each employee's performance, analyzing trends and skills development needs in real time, providing support and intervening where needed.

Benefits



High level of employee involvement (engagement) - according to statistics, employees are not satisfied with the frequency with which they receive feedback. And when they get meaningful feedback, they agree that it helps them work better.



Lower employee turnover - a company that implements continuous feedback is less likely to experience a high employee turnover rate that costs the HR department energy and financial resources; resources that could be redirected to other aspects of the organization.



High productivity - when there is constant feedback, then there is room for professional development. This creates the desire to improve not only performance but also productivity.



Satisfaction at work - continuous feedback not only improves the involvement of employees, but also their satisfaction at work. If the feedback is given or received regularly and the possibility of professional growth is offered, then the chances increase that the employee will be more satisfied with his activity in the company.



High morale among employees - continuous feedback encourages open, honest and regular interactions between employees and managers. In addition, providing peer-to-peer feedback can help build a better and more positive workplace atmosphere.



TÍMEA

TotalSoft has translated this concept into a new module available in the human resources management application - Charisma HCM. Therefore, employees can provide continuous feedback both from the interface of the Self-Service portal and through TíMEA – the chatbot, available on Facebook or Teams.

Functionalities

For the HR department

- Fully customized feedback form, with the possibility to add images;
- Full access to all employee feedback and comments;
- Recording the feedback results in Charisma HCM - Performance Management Module.
- Configuring the system to have a list of projects instead of comments, which ensures the interpretation of results from two perspectives: employee and projects

For employees who provide feedback

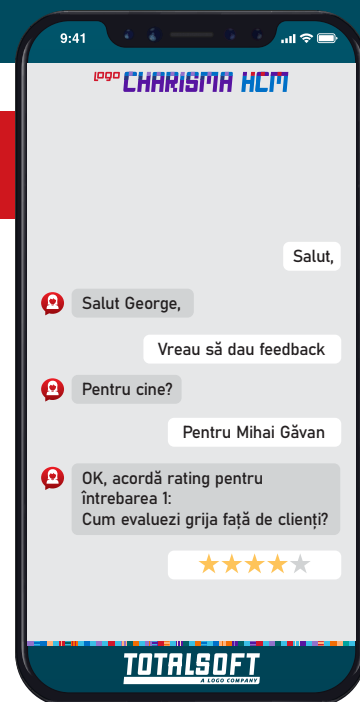
- Unlimited feedback for all employees;
- Anonymous feedback for the employees who receive it, this being visible only for HR and for the direct manager;

For employees who receive feedback:

- Visualize the overall score calculated from the beginning of the year until now;
- Visualize the evolution of the general score for each month;
- Visualize the number of feedbacks received and the number of single employees who provided feedback.

For employee managers who receive feedback:

- Receiving notification when one of its employees has received negative feedback;
- Visualize the evolution of the general score for each month;
- Visualize the information obtained in the classic annual performance evaluation process.



Introducing the **GAMIFICATION** component to increase employee involvement in the ongoing feedback process.

Depending on the number of points earned for each feedback given, employees receive an Avatar and can move up the ranks: Maiden / Hunter, Warrior, Princess / Knight, Queen / King.

These can be associated with an internal reward system.

TotalSoft team and collaboration opportunities

- On-going technical support provided by Charisma consultants;
- Implementation, integration, swift adjustment to the company's internal processes;
- Business consulting;
- Training and workshops.



TotalSoft provides the software infrastructure you need in order to optimise your business and achieve maximum productivity and efficiency. As such, in today's economy, any decision becomes a decision for success. We are now amongst the leading providers and integrators of business software solutions with projects in 45 countries on 4 continents.

TotalSoft is part of Logo Yazilim A.Ş (Logo), the largest independent software provider in Turkey. With a track record of over 30 years, Logo is one of the software companies that have seen the fastest development, using over 800 partners to provide innovative solutions and services. Logo is present on 45 international markets and provides services to more than 85,000 clients in Europe, the Middle East, Africa and Asia. Logo is the first public IT company in Turkey, with a market capitalisation exceeding \$400 million.



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