



## Key Performance Indicators of Admin/Human Resources Head:

### **Administrative KPIs:**

#### 1. Office Efficiency:

- Average response time to administrative inquiries or requests.
- Percentage of office supplies and equipment availability (maintaining adequate stock levels).
- Number of administrative errors or discrepancies identified and resolved.

#### 2. Cost Management:

- Percentage of budget variance for administrative expenses (e.g., office supplies, facilities maintenance).
- Cost per employee for administrative services (e.g., office space, utilities).

#### 3. Facilities Management:

- Facility uptime (percentage of time facilities are operational without major issues).
- Number of facility maintenance issues resolved within a specific timeframe.

#### 4. Process Improvement:

- Number of administrative processes streamlined or optimized.
- Time saved through process improvements (e.g., automation, simplification).

### **Human Resources KPIs:**

#### 1. Recruitment and Onboarding:

- Time-to-fill for open positions (average number of days from job posting to offer acceptance).
- Quality of hire (retention rate of new hires after a specified period, typically 6 or 12 months).
- Onboarding satisfaction score from new employees.

#### 2. Employee Engagement and Retention:

- Employee satisfaction or engagement survey scores.
- Employee turnover rate (percentage of employees leaving the company within a specified period).
- Participation rate in employee development and training programs.

#### 3. Performance Management:

- Completion rate of performance appraisals within a defined timeframe.
- Percentage of employees meeting or exceeding performance goals.
- Effectiveness of performance improvement plans (measured by performance improvement or disciplinary action outcomes).

#### 4. Compliance and Risk Management:

- Compliance with employment laws and regulations (e.g., number of HR audits passed, legal issues resolved).
- Number of HR-related complaints or grievances and their resolution time.

#### 5. Diversity and Inclusion:

- Diversity metrics (e.g., gender, ethnicity) within the workforce compared to industry benchmarks.
- Inclusion initiatives effectiveness (measured by employee feedback or participation).



**6. Training and Development:**

- Training hours per employee (average hours spent on training and development per employee per year).
- Training program effectiveness (measured by post-training assessments, skill improvement).