



Key Performance Indicators for Admin and Human Resource Assistant:

1. Administrative Efficiency:

- Timeliness of Administrative Tasks: Measure the time taken to complete administrative tasks such as processing paperwork, scheduling meetings, and organizing documents.
- Accuracy of Data Entry: Track the accuracy of data entry in systems like HRIS (Human Resource Information System) or databases by comparing entered data with source documents.
- Meeting and Event Coordination: Assess the efficiency and effectiveness of coordinating meetings, events, and travel arrangements by tracking adherence to schedules and feedback from participants.

2. HR Support:

- Recruitment Support: Measure the effectiveness of recruitment support by tracking metrics such as time-to-fill vacancies, candidate satisfaction, and the quality of candidate profiles sourced.
- Onboarding Process: Evaluate the effectiveness of the onboarding process by monitoring new hire satisfaction, time-to-productivity, and completion of onboarding tasks.
- Training and Development Support: Assess support for training and development initiatives by tracking attendance rates, training completion rates, and feedback from participants.
- Employee Records Management: Measure the accuracy and completeness of employee records management by tracking compliance with record-keeping requirements and audit results.

3. Customer Service and Communication:

- Communication Effectiveness: Track the timeliness and clarity of communication with internal stakeholders regarding HR policies, procedures, and administrative matters.

4. Compliance and Policy Adherence:

- Regulatory Compliance: Monitor adherence to relevant labor laws, regulations, and company policies related to HR and administrative functions.
- Policy Implementation: Assess the successful implementation of HR policies and procedures by tracking compliance rates and feedback from stakeholders.

5. Professional Development:

- Skills Enhancement: Monitor the acquisition and enhancement of skills relevant to the role through participation in training programs, certifications, and professional development activities.
- Performance Improvement: Track improvements in job performance through regular performance evaluations and feedback from supervisors.

6. Efficiency and Cost Management:

- Resource Utilization: Measure the efficient use of resources (e.g., time, budget) in carrying out administrative and HR tasks.
- Cost Reduction Initiatives: Identify and implement initiatives to reduce administrative and HR-related costs while maintaining or improving service quality.

7. Team Collaboration:

- Collaboration Effectiveness: Assess the ability to work collaboratively with other team members and departments to achieve common goals and objectives.