Measure

Metrics

The Complexity of Metrics

There are many ways to measure the impact of Change Management. Some commonly used metrics include user adoption, utilization, speed of adoption, perception surveys, training delivery, user competency, behaviors, etc. It can easily be overwhelming to decide what works best in your situation. It is also difficult to pinpoint a desired set of metrics without having a clear picture of the type of change and organizational context.

1 Adoption

Has the change been adopted?

We will try to see if the worker of the company have adopted the new behaviours like the utilisation of new app.
To see this we will look at the number of user who login, and use the new application, and compare it to the number of workers, and make a graphique of the evolution every month to be sure that the utilisation of the application increases.

2 Competency

How well the change has been adopted?

Look to the competency of worker about the new application, exemple if they are able to login in the application or use it and understand how the new application is working (some people are not realy into technologie).

If the number of worker who aren't able to use the new application is too high or some ask to have help use the application we will Provide reinforcement or on-demand training, disseminate self-help material such as user guides or cheat sheets.

3 Perception

How the change has been perceived?

Perceptions indicate whether the change has achieved its goal or not, which is why we will ask the employee directly because employees can provide specific and more precise indications.

To know the perception from the workers we will send them a formulaire, with some question.

How they see the change ?

What did it change everyday ?

If there are complain ?

If it change there organisation ?

 and for each question : **If the change is positive or negative ?**

How and why

How

As seen above we will be collecting a lot of information and data from employees using the new technologies previously implemented in the company.

Through the new application, for example the number of connections per week, and using time.

But also to see if the employers have taken into account all the changes related to the new application put in place for the company and if they have not dropped the changes along the way.

By sending a form to the employer with questions on the use of new technologies, to obtain information on the effect of the new technologies to be implemented.

Why

Depending on the results of the diagnosis but it would lead to a small reorganization of strategies at each level of the company, we will take long-term measures with common objectives for everyone.

Who will make it easier for people to realize that the new technology adopted is not only for the company but also for their ease of life and a better follow-up with better organization for everyone.