**Week 4 Group Case Assignment**

**Tasks:**

1. **Review the organization chart you prepared in Chapter 1 and determine who should be on the JAD team, and why. Also, how will you create a sense of team ownership from the start?**

Joint application development is a fact finding technique which allows its users to be active participants during the development process. Users have a more active role in systems development. JAD team approach allows users, managers and IT professionals to work together and gather information, discuss about business needs and new system requirements.

JAD team has a project leader, who should have strong interpersonal and organizational skills and two people for recording and documenting the results and decisions. IT staff members serve as JAD project leaders. System analysts participate in the discussions and provides support to their team.

Considering the organization chart of new century wellness group, I would put following members into the JAD team. Doctor Timothy Jones and Dolores Garcia should be included in the JAD team since the doctors started the clinic they should be included in the JAD team as well and regular updates regarding the new information systems should be provided to them. Anita Davenport should be there in the team because she is the office manager and supports seven staff of the clinic who are responsible for communication with patients. Since Susan Gifford takes care of the patient medical reports, she should also be there in the JAD team so that she can give her inputs on what kind of information is needed by receptionists, nurses and doctors at the time of appointment scheduling and visits. Since Tom Capletti manages accounts receivables, should be there in the JAD team because he can give information regarding what is required for managing the billing. Since Tammy Alipio manages Insurance and billing, should be there in the JAD team so that she can give information regarding what is required for insurance claim. Since Lisa Sung manages the appointments, should be there in the JAD team so that she can give information regarding her work such as collection of patient details. Since Carla Herrera manages the ordering, organizing office and medical supplies, should be there in the team because she can give information what she need about the supplies. Fred Brown should be included in the JAD team because he takes care of payroll and human resources issues.

**2) You may be given a standard set of interview summaries, or you may conduct role-play interviews. Either way, use the information to complete Tasks 3 and 4.**

**A]**

1. What is your biggest achievement according to you in the past one year?

Answer- the biggest achievement that I think I have made in the last year is that I have been a punctual and active employee as I never took a day off in the last year.

2. What were your strengths that you observed during the last year?

Answer- My strengths are that I am dedicated, hardworking, punctual and I can work in a team also.

3. What is your main objective in life?

Answer my main objective in life is to fully utilize my skills in a competitive world where I can learn and grow every day and improve my personality.

4. Do you think you have been able to achieve your objectives while being in this organization?

Answer yes, to some extent. I learn something new every day.

5. How do you think performance appraisal will help you in improving as an employee?

Answer I would be able to know my performance standard and i will get the basis for improvement. I will get a chance to develop my skills and do better.

**B]**

**i)** Level of confidence- the level of confidence matters a lot for evaluating the performance of the employees that how much confidence they have in themselves.

Communication skills- communication skills are very important for an employee. Good communication skills add to the skills and personality of the employee.

Achievement of objectives - when an employee is able to achieve both personal as well as organizational objectives then giving an appraisal for his performance gives motivation to the employees.

Quality and quantity of work done- the work done by the employee not only in quantitative terms but also in qualitative measures should be taken into consideration for evaluating their performance.

**ii)** Employees can be motivated in the following ways-

Rewards- employee can be motivated by rewarding them for their past performance. Future rewards can be set up for improving their future growth and performance. Rewards create a sense of motivation in the employees as they will be driven towards the honor that they will be getting after the completion of the said goal.

Recognition- after evaluating the performance of the employees, these people who have worked very efficiently can be provided recognition in the organization. This will motivates them to do better.

Providing feedback- regular feedbacks can be provided to the employees. This will help them to know where they are lacking behind and give them motivation to do better and improve those hindrances.

Training and development- organizing in-house training and development programmer will help to motivate the employees to improve their existing skills and improve their performance level.

Invite suggestions- the employees should also be invited for presenting their suggestions and advices wherever required and entertain able. This gives them the motivation that they have some significant role in the organization.

Introduce flexibility- thee organizational policies should be little more flexible so that the employees do not feel as if they are slaves. They should be given some liberty to act upon themselves. This will add to their motivation level.

Concept of delegation- when the superiors delegate some of their work to the subordinates, it generates a sense of accountability and responsibility on the part of the subordinate. This delegation motivates the employees to come forward and take the responsibility.

**iii)**The results of the appraisal can be communicated to the employees via e-mail system, employee score card system or they can be directly communicated to the employees, teams or their departments. Results can be communicated orally or in written form. They should be communicated while keeping in mind, the factors which shall help in improving and motivating them. It should not demotivate them.

**C]**

The follow up action plan may include the following things-

Training and development programmers- Regular training and development programmers can be organized for the employees so that the employees get a chance to improve their skills and do better in future. It will help them to become expertise in their field.

Rewards and recognition- the employees who work more efficiently should be identified and they should be given rewards and recognition in the organization.

Regular performance appraisals- the superiors should organize regular performance appraisals for the employees so that they should get a feedback about their performance. Thus they would get a chance to improve in the areas where they are lacking behind.

1. **Develop a checklist that includes several requirements for system output, input, process, performance, and control.**

**System Requirements Checklist** for system **Outputs** – The browser Web site should report online level statistics each four hours, as well as hourly throughout max out periods. And also the record structure must create a everyday report explaining the part figure, report, amount on hand, amount allocated, amount available, as well as unit cost of every arranged by part figure .

**System Requirements Checklist** for system **Inputs** – Developed workers must take their ID licenses into online information collection workstations that proof labor costs as well as analyze production competence – The section head should enter eventually hours on a divide screen.

**System Requirements Checklist** for system **Processes** – The undergraduate records structure must analyze the GPA at the finish of all semester. As the last step in year-finish dispensation, the payroll structure must update worker salaries, pluses, as well as advantages and create tax information necessary by the IRS system.

**System Requirements Checklist** for system **Performance** – The organization should support 20 consumers online at the same time – answer time should not surpass four seconds.

**System Requirements Checklist** for system **Controls** – The arrangement must give logon protection at the operating structure stage and at the application stage – An worker record should be added, distorted, or erased only by a associate of the human resources section

**4) Design a questionnaire to learn how New Century patients feel about insurance procedures and appointment scheduling. Your questionnaire should be designed for a sample group of patients, and should follow the suggestions in this chapter. After you complete the questionnaire, select a sampling method and explain your choice.**

It is significant to recognize whether the long-sufferings at New Century Health hospital are fulfilled with the present insurance as well as scheduling process. To get a correct illustration of the patients, a survey must be spread. At this time at New Century Health hospital, we get pride in creating hospitable as well as accommodating surroundings, centered on our long-sufferings. You are the salvation to our commerce and we are intensely grateful that you have selected us as your hospital. In order to make sure your approval with our checks, we inquire that you total the following questionnaire regarding our insurance as well as also the scheduling process.

Like

A. Your inspections

Please reply each query by inspection the box that you sense suitable to the query.

I have been a long-sufferings patient at the hospital for:

* not more than 1 year
* 2-3 years
* 2-4 years
* 6 years

The previous time I obtained services from that hospital New Century Health Centre was:

* inside the earlier period week
* inside the earlier period year as well as a half
* inside the earlier period month
* within the earlier period two years
* within the earlier period 6 months
* within the earlier period year

I have missed a meeting for the reason that I did not get a reminder identify.

* True
* False

I have been planned for a meeting and was afterwards told that the instance slot was no extended obtainable.

* True
* False

I have observed issues in my indemnity billing.

* True
* False

B. Your observations

Please think free to dispatch as well as difficulties, worries, queries you might want to communicate.

In classify to conduct a study; it would be helpful to procure a sampling technique. The sampling process that Commanding asks are choosing as suitable for the circumstances is methodical sampling process of those who have checkup insurance. In view of the fact that New Century Health hospital has a quite large long-suffering base, it would be hard and needless to examination all 5,353 patients. In arrange to symbolize 49 of New Century's long-sufferings, every 9th patient requests to be assessment. Instead of being all 69th long-suffering, which is scientifically logical, it is significant to think that merely 15% of citizens selected to examination will return the answer Receiving the observations of 49 patients will provide our team sufficient information to collect a fairly correct interpretation of the generally clientele inhabitants.