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1.0 Introduction

HR practices are some of the most important factors for the business bodies and a robust HR practice is helpful to make a greater handling of all the other departments in an organisation. This can be seen from the report of Teja (2022) that HR policies and procedures are defined as the commitments that are focused upon the organisational culture and workplace ethics. Taking this factor into account, this can be said that the factors of HR can be helpful to make greater handling of the factors that are related to the employees. The report of Stone *et al.* (2020) serves that the HR department handles a set of responsibilities and this is important to maintain a greater business scenario. In short, the HR department handles a wide range of duties which supports the business up to a greater level. According to the given case study, the chosen company is having some issues with employees and this is important for the company to develop a proper change performance scenario. This report discusses the interventions, measures and challenges of this change performance scenario focusing on the case study.

2.0 Sort of Intervention for Change Performance

A planned and strategically programmed activity to ensure better performance in an organisation can be taken as the process of change performance intervention. Coetzee *et al.* (2012) revealed that the whole scenario of change management is a continuous process and this can make a greater approach towards business success. Taking this scenario into account, this can be said that an intervention is important in almost all the factors in an organisation.

Focusing on the case study, this can be seen that the business factors of the chosen company are going through some problems that can affect the business body in business. This is important for the business body to handle these factors with proper change management which can develop a greater business outcome.

The case study reveals that the company is suffering from two different factors that are poor operational management and poor employee engagement. A proper intervention to handle these factors is described below –

2.1 Leadership Training

The case study revealed that the whole scenario around employee engagement has been hampered up to a level in the chosen company. The rate of absence of most of the employees in the company last year ranges from 4.4 days to 5.2 days approximately. This can be

revealed that the employees are having less interest in their jobs and this is widely hampering the working condition of the company. Apart from that, this is also hampering the business plan of the company which ensures a better business outcome.

Taking all these factors into account, this can be said that the company is going through a poor leadership condition which is causing this challenging scenario in the organisation. Leadership training is important for the company to make a better outcome.

Taking the report of Lartey (2020) into account, this can be said that the contingency theory of leadership can be helpful to the business body to make a greater approach to leadership. As a company can face problems from various factors, this will be helpful to the business body to follow the factors of contingency theory. The report of Mansaray (2019) said that a democratic leadership style helps to engage the employees. This can be said that this leadership style will be helpful to the company. This is important to develop a proper change performance management plan focusing on these factors.

2.2 Machine Learning Training

According to the case study, the chosen company is also suffering from poor and defective machines and this is causing a challenging scenario in the business. This can be seen from the report that the company is suffering from product waste due to low-quality machinery and less talented staff. This will also be helpful to make a better machine learning training factor to handle these factors.

Janiesch *et al.* (2021) said that the key focus of machine learning is related to the factors of automation and cognitive support. This can be said that the whole factor around machine handling can be achieved with this practice and this can manage the changes in the organisation.

Canhoto and Clear (2020) said that machine learning can be taken as a significant tool for business development and this helps to make a greater business scenario. Looking at the scenario in the company will be very helpful to manage the factors with a proper outcome. In short, machine learning can be taken as a tool for intervention in the company which can make a good business scenario for the company.

2.3 Work Redesigning

As the case study describes, the organisation is having a challenging scenario with the whole business of the company. As stated below, employee engagement is a grave issue in the

company and this is causing a challenging factor. Proper leadership will be helpful to the company; however, the company can make a better outcome of the whole scenario with workplace redesigning.

¹ An important factor that can be found in the report of Knight and Parker (2021) is that the whole scenario of work redesigning can be helpful to make greater handling of the business development factors. According to the authors, work redesigning can make a positive effect on the individual as well as team performance with motivation, learning and quick learning. This will be very helpful to the organisation to ensure work redesigning for employee engagement.

Focusing on the report of Grant *et al.* (2009), this can be said that the Job Characteristics Model (JCM) will be helpful to the company to ensure a better job redesigning. According to the authors, this model focuses on five different factors of a job that are task variety, autonomy, feedback, significance and identity. This will be helpful to the company to produce a better result focusing on all these factors.

2.4 Employee Motivation: Rewards and Appraisal

Looking at the given scenario, this can be said that the company is suffering from poor employee engagement and this is hampering the business scenario of the company. This can be seen from the case study that the company is having difficulties with a higher absence rate of the employees and this is also hampering the business plan the company have.

Taking these factors into account, this can be said that the company is suffering from poor employee motivation and this is one of the most important factors to motivate the employees to engage in their duties. Rewards and appraisal can be taken as attractive and useful tools to handle the scenario.

One important factor that can be found from the report of Idowu (2017) is that the whole factor of performance appraisal can be helpful to the factors of employee motivation. The author has served some important factors that performance appraisal can affect.

- Performance appraisal can be used as a reward.
- Performance appraisal can make the employees meet business objectives.
- This can benchmark the job description.
- Performance appraisal helps to identify employees' strengths and weaknesses.
- This can make act as a promotional tool.

(Source: Idowu, 2017)

¹ Looking at the discussion above, this can be said that all these factors are related to the factors of employee motivation. This can be said from this is that rewards and performance can encourage employees to engage in duties which will help the company with a better outcome.

3.0 Indicators to Measure Performance

From the above discussion, this can be seen that the chosen company is working with poor operations and lacked employee engagement which is serving a challenging scenario for the whole business outcome. The company has planned some interventions for change management and this is estimated to make a solution to these problems.

The report of Kuzmanovic *et al.* (2019) serves that performance measurement is extremely important to an organisation which makes a good business scenario for the company. According to the author, this will serve as a proper understanding of employee performance which helps an organisation to make decisions around the business.

Saimon (2021) revealed that some processes are there that can be helpful to make a better performance measurement of the employees. A brief understanding of these processes that the company can use is as follows –

3.1 Graphic Rating Scale

Sassanelli *et al.* (2019) served that a graphic scale to rate employee performance is a helpful tool to measure the upgradation of the employees. This serves as a rating to the employees within a chosen range which represents the performance of the employees. This tool will help the company to manage a greater outcome of the whole scenario.

3.2 360-degrees Feedback

According to Abboud (2021), 360-degree feedback can be used as a performance measurement tool. The author has said that completely unbiased feedback can be helpful to the employees to understand their strengths and weaknesses and this will serve them a proper measurement. One important factor that the author has revealed is that this tool can be helpful to motivate employees as well.

3.3 Management by Objectives (MBO)

This is found from the report of Shrestha (2020) that setting a business objective together helps to understand the strengths and weaknesses of a company. Taking this scenario into account, this can be said that the whole business scenario of the chosen company can be developed by managing the business functions with realistic objectives. This can be said that the whole business scenario of a company can be handled with this and the employees can be motivated to achieve business goals.

4.0 Justification of the Indicators

Kapur (2020) defined performance as the achievement of an organisation regarding the goals set by the company. Taking this scenario into account, this can be said that this is very important to the chosen company to make better performance management to change the falling scenario of the business as well as to achieve the goal. This is also found from the report of Santosh (2021) that a better performance management factor can motivate employees to engage with the job more and helps to enhance their skills. This can be said that these factors can support the chosen company with better change performance factors and will help to achieve the desired goal.

The previous chapter served some important performance measurement tools that help to make a better outcome of the whole strategy. This will also help the company with greater handling of the business scenario. However, this is important to understand the significance of the measurement tools chosen by the company to understand the authenticity and usefulness of the same. A brief justification of the choice made by the company is given below –

This can be seen that the company has chosen 360-degree feedback. This will help the company as well as the employees to understand their progress and helps to reveal the strengths and weaknesses of the employees. One of the most important factors is that this tool will serve the employees with motivational approaches to be engaged in the process.

The factors of MBO will also help the company to make better employee engagement. Setting proper objectives and trying to achieve that as a group will serve as a proper scenario of teamwork for the employees. They will work together and help each other to achieve a proper goal around the business. A better performance of the company can be achieved by this and it will be easier to achieve the chosen goal.

The graphic rating scale will also help the company to make better performance management. The employees will understand their growth through this and can act accordingly to enhance their skills. This will significantly help the company to achieve machine learning and leadership training factors. In short, the chosen tools for performance management can be helpful to the business body to make a better outcome of the whole business scenario with change performance management.

5.0 Challenges that Can Hinder Attainments of Performance Improvements

Performance management is becoming one of the most important factors for the chosen business body and this will be helpful to the company to generate a proper management and organisational scenario. One of the most important factors that can be helpful to manage performance management in the company is the interventions and measurement factors chosen by the company.

However, some factors are there that can hamper the performance management factors of the company. This is very important for the company to lower or mitigate these factors to achieve a proper change performance. A brief discussion is as follows –

5.1 Lack of Frequent Communication

This can be seen from the report of Whysall *et al.* (2019) that a lack of proper and timely communication between the management and the employees can make a challenging scenario for companies in performance management. According to the authors, this can create some gaps between them which can confuse, poor engagement and motivation. This can hamper the business scenario of the company and, more importantly, can hinder employee performance management factors. The company can use collaborative tools and team meetings to mitigate this issue.

5.2 Poor Feedback

This can be seen from the report of Abboud (2021) that proper and constructive feedback can be helpful to employees to make better performance. Taking this information into account, this can be said that the companies can make a good business scenario to develop a proper feedback system. However, Wilson *et al.* (2010) said that biased or incomplete feedback can hamper the performance management factors and this can cause a challenging scenario for

the companies. The company must focus on leadership training factors to ensure a better and unbiased feedback process.

5.3 Poor Employee Motivation and Organisational Culture

Joseph and Kibera (2019) revealed that a proper organisational culture is very important for employee motivation which increases the performance of an employee. This can be seen from the case study that the chosen company is having a poor organisational culture which can hamper the performance management factors of the employees. A proper HR policy will help the company to handle this factor. More importantly, the company must follow a proper employee motivation factor to make proper employee engagement in the business scenario as well as in the achievement of the chosen business goal.

6.0 Conclusion

Looking at the report above, this can be seen that the company chosen in the case study is suffering from two interconnected issues that the company need to mitigate to make a better business outcome. The interventions chosen by the company will help it to make better performance management and reduce the negative effects of these issues. Also, the chosen performance measurement processes will help the company to make a better outcome. However, the company must be aware of the challenges in the process and mitigate these carefully. This report found the interventions, measures and challenges of this change performance scenario focusing on the case study.

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