

IMPLEMENTATION:

The implementation of SAP SuccessFactors Performance and Goal Management (PMGM) yielded significant outcomes. Firstly, the system demonstrated enhanced capabilities in tracking and monitoring employee performance through the automation of goal-setting and progress evaluation. Participants reported increased engagement, crediting the user-friendly interface and continuous feedback mechanisms provided by SAP SuccessFactors PMGM.

It begins with the first step, that is goal setting process. Employees and managers utilize online worksheets known as goal plans to create and access performance goals in a centralized location. These plans are used to track an employee's progress throughout the year. Goal alignment ensures that individual, team, and organizational objectives are related and supportive of each other. Techniques for goal alignment include the Cascade- Push Alignment, Cascade-Pull Alignment, and Cascade-Align (Linkage) methods. The permissions are handled by role management that ensures effective and secure access to goal-related functionalities within SAP SuccessFactors Goal Management. It involves a hierarchical structure among employees, providing varying levels of authority and responsibility.

Performance management aims to increase worker effectiveness, support corporate success, and enable continuous improvement through coaching, development programs, and communication. It has three pre-requisites – Rating scale, Route map and the goal plan template created in the first step.

A rating scale quantifies a reviewer's perspective on an employee's performance during the evaluation process. A 5-point scale is commonly used, but configurations can vary based on customer needs. Route maps guide users through a set of actions and workflows during performance reviews, specifying the order of form movement and actions users can take at each step.

There are 3 main stages in the Route map which are to be followed orderly.

□ **Modify/Assessment Stage:**

Users can update the form's ratings, goals, competences, and comments during the Modify/Assessment Stage. This stage consists of several phases, each of which has modifiable specialized components. On the form's route map, the step name acts as a reference. Different step types specify different forms that are routed in different ways.

A specific role or user can be assigned to the form using the Single Role step type while a set of people are given the form in the iterative step type, with separate roles allocated to the Entry user (who receives the form first) and the Exit user (who receives the form next). Before proceeding to the next stage, this iterative approach enables several users to examine and amend the form. The form is assigned to two or more users at the same time under the Collaborative step type. The form is in each participant's inbox simultaneously, but only one person can update it at any given time. A "lock out" notification and a 60- minute lockout period are displayed to participants who try to access the form while someone else is editing. Only one user option—Exit—is available for the Collaborative step type.

During the Modify/Assessment Stage, Date Fields are essential since they provide features like Start date, Exit date, Due date, Enforce Start date (which locks the form until the enforced start date is reached), and Automatic send on due date (which sends the form to the next step automatically on the due date). Furthermore, forms can be sent irrespective of their validation status or simply those that pass it.

□ **Signature:**

The form goes through a step called "Signature," where certain of its sections become read-only and are locked for revision. Users can change the step name, description, type, and date at this point. The role of the person signing the step is given, and the form can be signed by one user at a time.

□ Completed:

Ultimately, users can modify the step name and choose carbon copy roles to decide who gets a read-only copy of the finished form when they reach the finished stage, which is reached when the form has been signed by all parties. This phase denotes the completion of the form's evaluation procedure.

Overall, this process involves comprehensive management of goals and performance evaluations within SAP SuccessFactors, ensuring alignment with organizational objectives and facilitating continuous improvement and development.

One of the key successes was the successful alignment of individual and team goals with broader organizational objectives. This achievement not only contributed to a more cohesive and purpose-driven workforce but also facilitated a strategic approach to achieving organizational milestones.

Managers expressed satisfaction with the streamlined oversight capabilities of SAP SuccessFactors PMGM, emphasizing its positive impact on managerial decision-making processes. Additionally, the integration of advanced analytics tools enabled organizations to derive valuable insights into workforce performance trends, promoting data-driven decision-making at strategic levels.

In the discussion, it is clear that the strategic integration of goal management into the organizational structure has yielded positive results. The user-friendly interface played a pivotal role in achieving high engagement levels, underscoring the importance of maintaining and improving this aspect for widespread adoption. Continuous improvement strategies, including regular updates to the PMGM platform, are recommended to address evolving organizational needs.

In conclusion, the results and discussion underscore the positive impact of SAP SuccessFactors PMGM on performance management processes. By addressing user engagement, alignment with organizational goals, and leveraging analytics, organizations can maximize the benefits of this platform to drive continuous improvement and strategic decision-making.

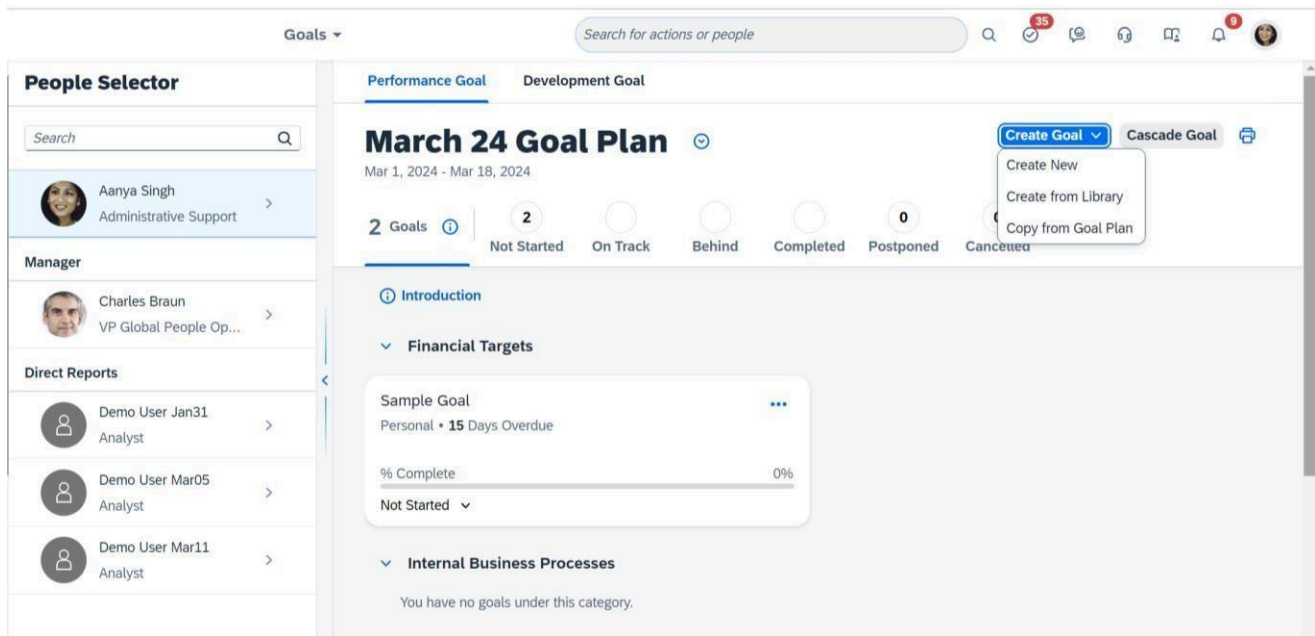


Fig.1 Goal Setting Process

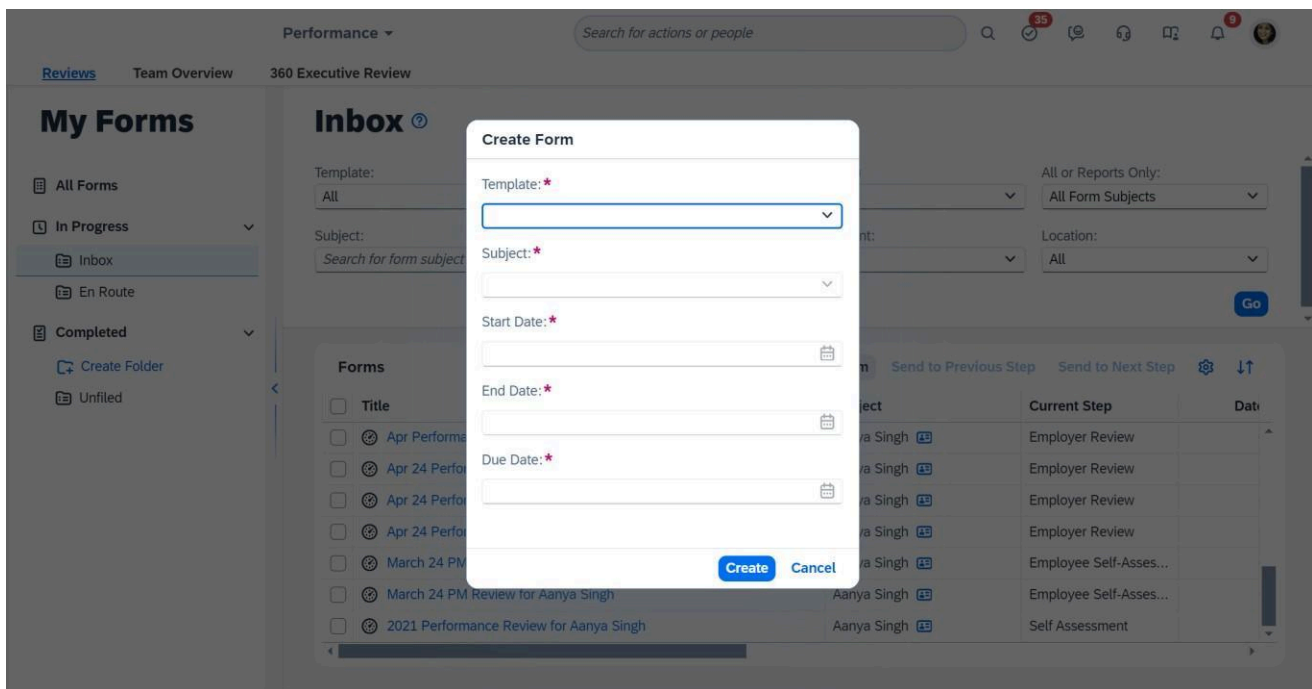


Fig.2 Launching of the Performance Form

Performance

Search for actions or people

Q

✓ 35

🗨

👤

📅

🔔 9

👤

Reviews

Team Overview

360 Executive Review

Back to: Inbox

⋮ Actions


🕒 History

🖨

📄

📁

March 24 PM Review for Aanya Singh



Aanya Singh

Select a rating...

✓ 0

🔗 0

Route Map

Employee Information

Review Dates

Goals

Core Competencies

Role Specific Competencies

Promotion

Route Map

Hide

<

1

Due 03/14/2024

Employee Self-Assessment

⋮ Actions

ⓘ

—

2

Manager Assessment

ⓘ

—

3

HR Review

ⓘ

—

4

1:1 Meeting

ⓘ

>

Employee Information

Last Name	Singh	First Name	Aanya
Title	Administrative Support	Department	Global Human Resources (50007726)
Hire Date	03/17/2002	Job Code	Administrative Support (50070968)
Human Resource	Tessa Walker	Manager	Charles Braun
Location	Corporate - US-Philadelphia (1710-2001)		

Performance Search for actions or people

[Reviews](#) Team Overview 360 Executive Review

[Back to: Inbox](#)

March 24 PM Review for Aanya Singh

You have unsaved changes Actions History Print Copy Save

Aanya Singh

4.0 - Exceeds Expectations

✓ 0

✎ 0

Route Map Employee Information Review Dates **Goals** Core Competencies Role Specific Competencies Promotion

Status Not Started

Other Not Started

5.1 Increase sales ✎

USD

Rating ⓘ
☒ ☐ ☐ ☐ ☐ Exceeds Expectations

Subject's Comments
 B i U | [List Bulleted] [List Numbered] [Text Left] [Text Right] | [Link] [Image] S [Dropdown] [Star] [Grid] |

Encountered the solution for high scaling

Ratings from Others
There are no Ratings from Others.

Goal Details Other Details

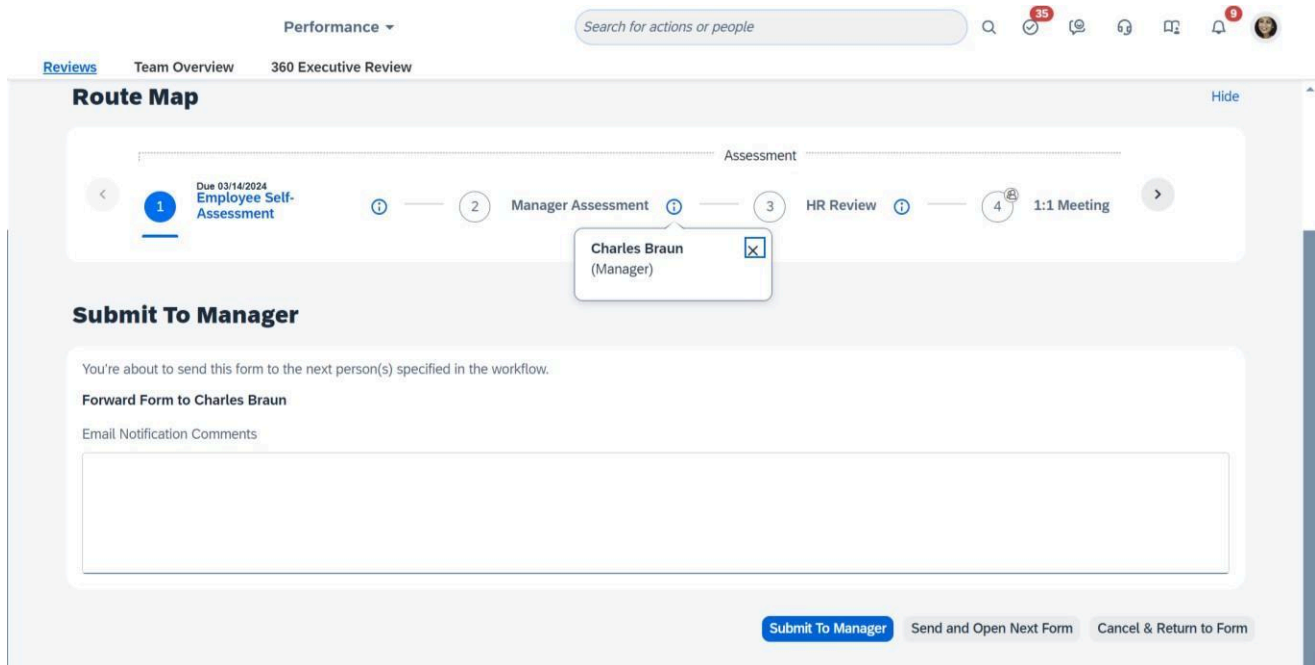


Fig.5 Send it to the Manager/Higher Authorities

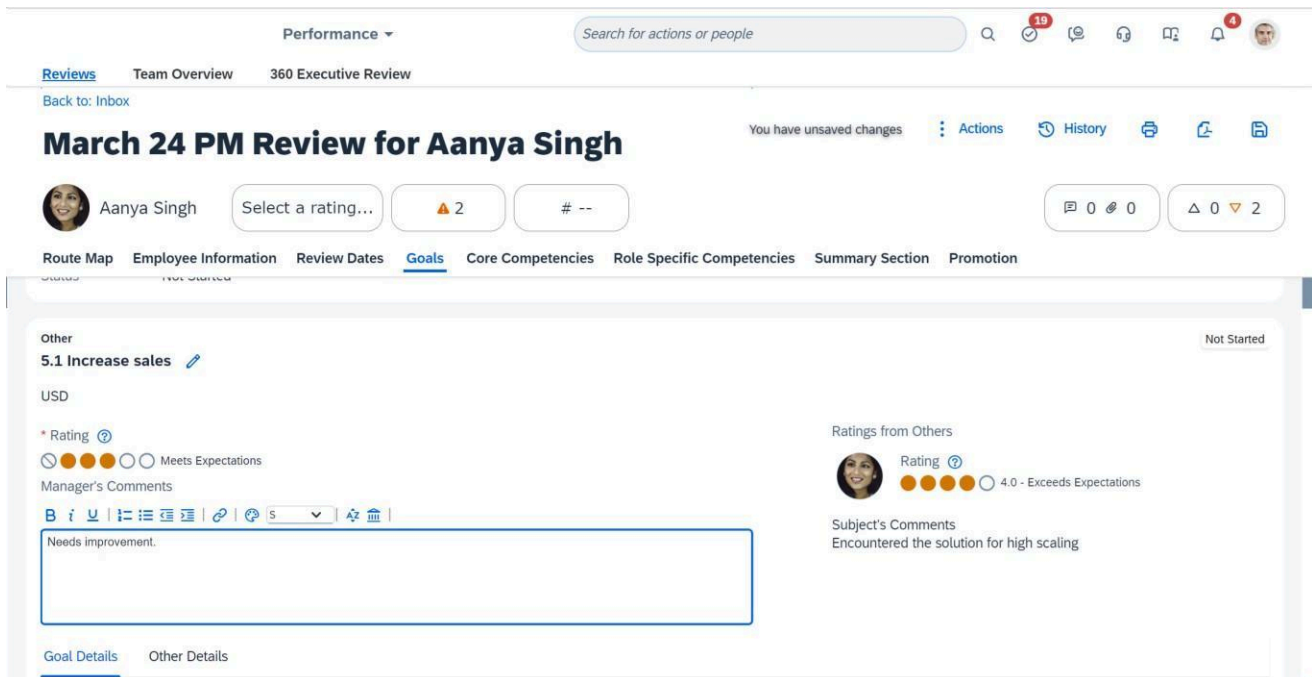


Fig.6 Manager Reviews Employee's Performance

FINAL CODE:

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collapse-categories="false" use-text-for-privacy="true" cws-people-role="true"
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```

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add a new goal, click the "create a new goal button" or browse the Hierarchy
section to find an existing goal to add to your plan.&nbsp; &nbsp;]]></text>
<text lang="de_DE"><![CDATA[ ]]></text>
<text lang="en_GB"><![CDATA[ ]]></text>
<text lang="en_US"><![CDATA[Use this worksheet to add or update your
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browse the Hierarchy section to find an existing goal to add to your
plan.&nbsp; &nbsp; &nbsp; &nbsp;]]></text>
<text lang="es_ES"><![CDATA[CDATA[Use esta hoja de trabajo para añadir o
actualizar objetivos. Para añadir un objetivo nuevo rápidamente, haga clic
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<text lang="fr_FR"><![CDATA[ ]]></text>
</text-replacement>
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    <category-name lang="fr_FR">Autre</category-name>
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    <field-label lang="en_GB">Goal Name*</field-label>
    <field-label lang="en_US">Goal Name*</field-label>
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```

```

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  <field-label lang="en_US">Due Date</field-label>
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    <field-label lang="de_DE">% erreicht</field-label>
    <field-label lang="en_GB">% Complete</field-label>
    <field-label lang="en_US">% Complete</field-label>
    <field-label lang="es_ES">% completo</field-label>
    <field-label lang="fr_FR">% terminé</field-label>
    <field-description>% Complete</field-description>
    <field-description lang="de_DE">% erreicht</field-description>
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down">

```

```

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  <field-label lang="en_GB">Sub-Goals</field-label>
  <field-label lang="en_US">Sub-Goals</field-label>
  <field-label lang="es_ES">Subobjetivo</field-label>
  <field-label lang="fr_FR">Sous-objectifs</field-label>
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  <field-description lang="en_GB">Sub-Goals</field-description>
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  <field-description lang="fr_FR">Sous-objectifs</field-description>
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  <table-column id="desc" type="textarea" required="true"
cascade-update="push-down">
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    <column-label lang="en_GB">Sub-Goal Description</column-label>
    <column-label lang="es_ES">Subobjetivos</column-label>
    <column-label lang="fr_FR">Description de sous-objectif</column-label>
    <column-label lang="us_US">Sub-Goal Description</column-label>
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    <column-description lang="de_DE">Beschreibung des Teilziels</column-
description>

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Description</column- description>  
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Description</column- description>  
<column-description lang="es_ES">Porcentaje  
completo</column- description>  
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