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CHAPTER ONE

INTRODUCTION

Background

A startup company is a newly formed business with particular momentum behind it based on perceived demand for its product or service (Pratt, 2017).

It is undeniably difficult for startups to succeed. With the majority of them failing within three years of operation, it's easy to see why many would-be entrepreneurs are hesitant to invest in their own small enterprises. Running a business is difficult, but do you know what you can do to help it go more smoothly? Of course, technology is involved! It's hard to believe that some firms are still not utilising digital solutions to scale up, but it's true. It's time to examine and comprehend why your firm requires technology (Nicole, K. 2020, October 2).

From Nicole K. (2020), Startups need capable staff to support them when they are still on shaky ground. This can be done by leveraging technology to boost workplace productivity, enable teams to communicate remotely, and become more efficient and this will reflect positively on sales and customer experience.

It's against this background that the study will be carried out to profile the need to use technology to manage employees of startups in Uganda.

Problem Statement

Startups that don leverage technology find it challenging to track daily activities, work schedules and attendance time to a large extent, therefore, it's difficult or nearly impossible to determine the completed and unfinished activities and develop a culture of effectiveness. Thus they can't easily manage the day-to-day activities of employees. From this, it's evident that startups need a system to manage their employees' performance. So we propose to design the EMES to monitor, evaluate and keep track of employees' tasks.
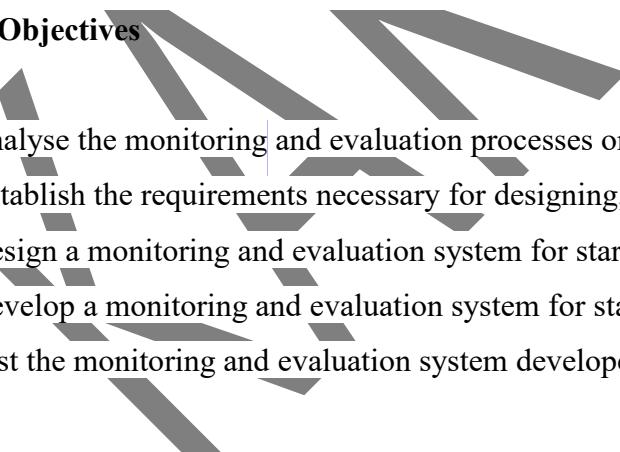
Objectives

Main Objective

To develop a system that will be used to monitor and evaluate the daily activities of each team member for startups.

Specific Objectives

1. To analyse the monitoring and evaluation processes or systems adopted by startups within Uganda.
2. To establish the requirements necessary for designing, monitoring and evaluating systems for startups.
3. To design a monitoring and evaluation system for startups.
4. To develop a monitoring and evaluation system for startups.
5. To test the monitoring and evaluation system developed for startups.

Scope

Geographical

This study research will be conducted mainly in the central region of Kampala. This is because of the ease of access and the cheaper transport costs and time compared to the longer distances from our campus.

Content

The research will be conducted mainly on the monitoring and evaluation systems of startups and how best the employee's performance can be improved while using the system.

Theoretical

The research will consider GPS used as a location service in relation to computer science applications.

Time Scope

The proposed study will be conducted within a period of six months (6) to gather the information that effectively meets the study objectives effectively. The research shall base on the most relevant data for better analysis and comparison purposes.

Significance

According to Perkex (2022), For both employees and supervisors, performance evaluations can be intimidating, but they're an essential first step. You may squander time and effort adopting improvement plans that don't begin to address the true issues if you don't properly evaluate an individual employee's performance.
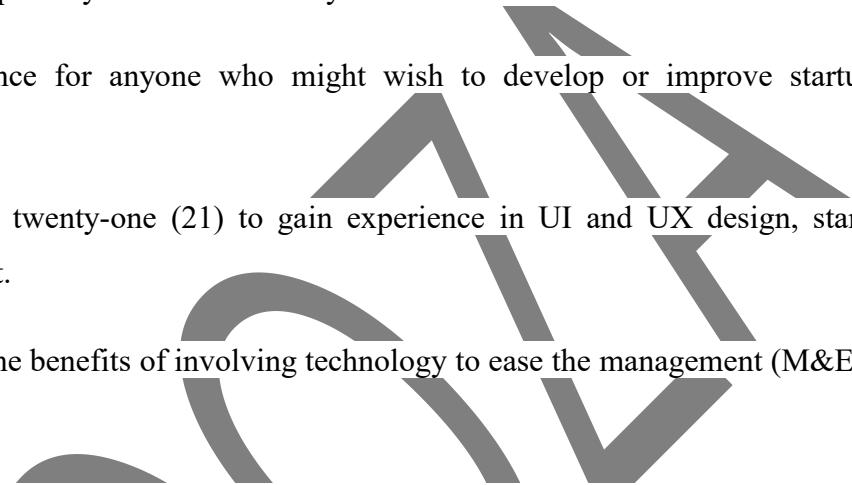
The goal of the management (M&E) system is to develop a culture of the effectiveness of startups, research shows that employees who are made aware of the company's beliefs and values buy into the company fast and feel attached which increases productivity.

The project should result in better transparency and accountability so that no one is left behind.

This study should serve as a reference for anyone who might wish to develop or improve startups' monitoring and evaluation systems.

The research study will enable group twenty-one (21) to gain experience in UI and UX design, startup development and database management.

Startups should be able to understand the benefits of involving technology to ease the management (M&E) of employees using a system.

CHAPTER TWO

LITERATURE REVIEW

Introduction to employee monitoring and evaluation

Kusek, and Rist (2004) asserts that Monitoring and Evaluation (M&E) is also a research tool to explore what programme design, or solution to employees problems, will work best and why, and what programme design and operational processes will create the best value for money. M&E should provide the analysis and evidence to do the trade-offs between various alternative strategies, M&E planning, and reporting of public employees. The information gathered should be translated into analytical, action-oriented reports that facilitate effective decision-making. The focus here is on causes of problems rather than the manifestation of problems. Learning has been described as "a continuous dynamic process of investigation where the key elements are experience, knowledge, access and relevance. It requires a culture of inquiry and investigation, rather than one of response and reporting". M&E produces new knowledge. "Knowledge management means capturing findings, institutionalising learning, and organizing the wealth of information produced continually by the M&E system on employees performance" (Basaza 2016).

The importance of monitoring and evaluation and the case for better resourcing it have been discussed at length (Khokhar 2014). There are simple lessons we can take on board to increase the likelihood of succeeding in a monitoring and evaluation project where technology is involved; staff often need support in the fundamentals of monitoring and evaluation and there is a need for better training in research skills, stakeholder engagement and the collection, analysis and management of data. Technology won't help if what's really needed is a change in practice at the process, team or even organizational level. However, the act of developing appropriate technologies provides a space for broader reflection and an opportunity for introducing organisational change, as well as the right IT to support monitoring and evaluation activities (Basaza 2016).

With technology that makes capturing data quicker, it is easy to take the 'if it moves, measure it' mantra too far. The Charities Evaluation Services (CES) report suggests that many organisations and funders had 'more data than they could deal with'. This is unfortunate: the potential for real learning from the data is reduced and the risk of unnecessarily burdening those gathering data is increased. It makes sense to have participation

from stakeholders, including beneficiaries, in collecting potentially less data that is more valuable to all those concerned (Basaza 2016).

Previous studies on employee monitoring and evaluation

In research from Basaza (2016), Medlin (2013) asserts that the Zimbabwean Government chose Results-Based Monitoring (RBM) because it covers the following critical areas; Planning (which is done collectively with all parties concerned), Results Based Budgeting (RBB) looks at the financial aspect), Personnel Performance System (PPS) (evaluates the actual performance of all members in the organisation against set targets) and Monitoring and Evaluation are continuous and look at the efficiency and effectiveness of all the above aspects. Areas which need improvement during the performance cycle are also highlighted and action is taken accordingly. This approach helps the organisation with decision-making. RBM integrates the human resource aspect with the financial aspect and links them to the outcomes with the aim of improving the lives of communities through the provision of superior service. Performance manament emphasises the agreement of objectives and development needs and the importance of self-assessment and self-development. Performance management focuses on the evidence provided by the analysis of what individuals and their managers did or did not do as an explanation of the results achieved.

The Ministry of Finance, Planning and Economic Development (2012) notes that M&E cannot be addressed from the narrow perspective of progress reporting, seen in isolation from its foundation of purpose and the reality of its use. Firstly, M&E is intended to support the process of creating development results of the employees' performance. When well-conceived and practiced, M&E guides managers towards achieving their goals – whether their responsibilities are at the policy, programme or project levels. M&E lets managers, together with their respective constituency of stakeholders, know whether progress is being made – knowing which strategies work and which don't.

Buchner (2007) found that most employees have negative feelings about performance management. Employees feel that the system manipulates employees without rewarding their efforts. However, research shows that if well implemented RBM can motivate employees to be more productive. De Nisis and Pritchard (2006) aver that attitudes toward performance management affect the performance of employees in organisations. Matiza (2001) submits that performance appraisal is viewed with mixed feelings in Zimbabwe, the majority of them negative. Mandishona (2003) indicates the survival of the organisation and good service

delivery is dependent on how employees perceive the whole system. There should be a win-win situation between the employer and employees. Organizations are therefore called upon to make sure that employees' benefits are tied to performance and the system has to be regarded as fair and just by the employees.

The National Policy on Public Sector Monitoring And Evaluation (2011) notes that reforms in the public sector have been further enhanced by the introduction of the National Development Plan, which has provided an overarching strategic direction for the country's development. However, challenges still remain and provide the rationale for the formulation of this Policy. The requirements for effective planning, monitoring and evaluation in the public sector are only partially addressed in existing legislation outlined in the Constitution of the Republic of Uganda (1995), Local Government Act (1997), Uganda Bureau of Statistics Act (1998), Budget Act (2001), National Planning Authority Act (2002), Public Finance and Accountability Act (2003), and the National Audit Act (2008).

Review of existing employee monitoring and evaluation system

Employee Monitoring Software is a program that aids in the management of a company's employee details. This program allows a company to monitor its employees' online activity while they are at work. Every firm's proper functioning relies heavily on the Internet. During working hours, however, an employee may become distracted by the internet's attractions. This could result in inefficiency, failure, and even put the firm's security in danger. (Top 18 Employee Monitoring Tools, 2022).