

UNLEASHING EXCELLENCE: ELEVATING JOB PERFORMANCE OF NEWLY HIRED EMPLOYEE

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ABSTRACT

This study explores the factors that contribute to the performance of newly hired employees and provides strategies for improving performance evaluations. Existing literature highlights the importance of employee performance for organizational success, but only a few studies have focused on newly hired employees. This study aims to fill the gap by analyzing performance evaluations and recommending improvement strategies. A descriptive-survey design was used with all newly hired administrative staff (2022-2024) in school institutions. A standardized performance evaluation tool measured attendance, work quality and quantity, adaptability, dependability, and attitude. The data were analyzed with weighted means. Overall performance was rated as "very good" (mean 4.13), with the highest rating for attitude (excellent, mean 4.45). Work quality received the lowest rating (very good, mean 3.93). The positive attitude of new staff members is a positive aspect. However, the lower work quality score indicates that there is a need for improvement. The study recommends targeted training, feedback sessions, and support initiatives to address the gap. Regular evaluations and continuous monitoring are of the utmost importance for sustaining performance and aligning it with organizational objectives.

Keywords: *Performance evaluation, new hires, training, organizational development, employee performance*

INTRODUCTION

In today's dynamic and on par work environment, organizations must ensure the highest level of employee performance and it is essential for organizations to thrive. Employees are the backbone of any organization, and their performance has a direct impact on its success (Fako, T. T., et al., 2018). The Human Resource Department plays an essential role in fostering employee excellence, and this study aims to shed light on how we can best harness the potential of new staff members.

There is currently a lack of comprehensive understanding of the factors affecting low performance and mastery of job roles among this group of individuals. Identifying the underlying causes of poor performance is vital for pinpointing exactly what needs to be improved, both from the perspective of the employees and the organizations they serve (Cullen, K. L., et al., 2014). Furthermore, performance evaluations serve as an indispensable tool for identifying specific areas in need of improvement, facilitating the targeted provision of training and development initiatives. This study aims to put light on these issues and recommend effective strategies to improve employee performance evaluations for newly hired employees, which will foster not only individual growth but also organizational excellence.

At the heart of the research is a study of factors that contribute to the poor job performance of newly hired employees. We intend to look into the varied nature of their roles, responsibilities, and mastery of these tasks. One of the main objectives of performance evaluations is to identify

specific areas in which employees need to develop further. This allows organizations to develop training programs to directly address these problems. Thus, it aims to provide HR department with recommendations for establishing and carrying out training initiatives that will enable employees to excel in their roles.

METHODOLOGY

Research Design

This study used a descriptive-survey research design. This method allows the systematic collection of data to describe and analyze the performance evaluation process of newly hired employees in the institutions. It provides a structured framework for exploring various aspects of the evaluation process and their impact on employee performance.

Respondents

The study focuses on newly hired employees, specifically those in administrative and support staff positions within the institutions during the school years 2022-2024. The sampling technique used is total enumeration, which means that the study intends to include the entire population of newly hired employees during the specified timeframe. This approach ensures a comprehensive and inclusive representation of the target group, enhancing the findings' validity and generalizability.

Data Gathering Procedure

The data collection process begins with the distribution of the evaluation tool to the participating employees' immediate supervisors or heads. These supervisors are responsible with evaluating employees' performance using a standardized performance evaluation tool. The collected data is submitted to the HR office once the evaluations are completed. Following that, feedback sessions are held with employees to discuss their performance evaluations, fostering transparency and enabling employees to understand the assessment process. Following these steps, data were statistically treated.

Data Gathering Instrument

The study makes use of an established and standardized performance evaluation tool designed specifically for non-teaching personnel. This tool is divided into four sections, each of which is designed to evaluate different aspects of employee performance. The first section evaluates attendance and punctuality by taking into considering variables such as attendance records, absences, and tardiness. The second section delves into job performance, including aspects such as work quality and quantity, as well as the employee's adaptability and reliability. The third section focuses on assessing the employee's attitude toward their supervisor, coworkers, and clients. The last part provides a summary of the overall evaluation, supplemented by comments and suggestions, to promote a comprehensive understanding of the employee's performance.

Data Analysis

The study employs a weighted mean as the statistical treatment for analyzing performance evaluations. Weighted mean analyzes the various aspects of performance in assessment and assigns appropriate weights to each, reflecting their relative importance. This method allows for a detailed assessment of the data, highlighting key areas of performance and providing a more comprehensive understanding of the newly hired employees' overall performance.

RESULTS AND DISCUSSION

This is the main data gathered from the data. Descriptions of the data will be given after the table and its corroboration with other literature will also be given attention.

TABLE 1
ASSESSMENT ON THE ADMINISTRATIVE PERSONNELS' PERFORMANCE

VARIABLES	MEAN	DESCRIPTION
1. Attendance and Punctuality	4.36	EXCELLENT
2. Quality of Work	3.93	VERY GOOD
3. Quantity of Work	3.95	VERY GOOD
4. Adaptability and Reliability	3.94	VERY GOOD
5. Attitude	4.45	EXCELLENT
CATEGORICAL MEAN	4.13	VERY GOOD

Table 1 presents an assessment of the administrative staff's evaluation performance across various variables. The table includes five key variables: Attendance and Punctuality, Quality of Work, Quantity of Work, Adaptability and Reliability, and Attitude. Each variable is rated based on its mean score, providing an indication of the overall performance level in each area. Attendance and Punctuality has a mean score of 4.36, indicating an excellent level of performance. This suggests that the administrative staff demonstrate exceptional reliability and timeliness in attending work-related commitments. With a mean score of 3.93, the Quality of Work variable is rated as very good. While the staff's work quality is commendable, there is room for improvement in certain aspects to achieve excellence consistently. The Quantity of Work variable has a mean score of 3.95, also reflecting a very good performance level. This suggests that the administrative staff consistently meet or exceed expectations in terms of workload volume. Furthermore, the variable of Adaptability and Reliability, received a mean score of 3.94, indicating a very good level of adaptability and reliability among the administrative staff. They demonstrate flexibility and consistency in handling various tasks and responsibilities. With a mean score of 4.45, the Attitude variable is rated as excellent. This highlights the positive and collaborative nature of the administrative staff, contributing significantly to the overall workplace environment. The categorical mean, calculated by averaging the mean scores of all variables, is 4.13, indicating an overall assessment of the administrative staff's performance as very good. This suggests that while there are areas for improvement, the staff's performance is generally commendable across the board.

The categorical mean of 4.13 indicates that, on average, the admin staff's performance is rated as "very good". This implies that they are meeting or exceeding expectations in their roles. The highest variable, attitude, scored a mean of 4.45, which is excellent. This indicates that the

admin staff generally have a positive and cooperative attitude towards their work, fellow employees, customers, and superiors. While the overall performance is very good, the quality of work variable scored slightly lower with a mean of 3.93. This suggests that there might be some areas for improvement in terms of the quality of the work being produced. It's important for the organization to recognize the strengths of the administrative staff in their positive attitude while also addressing the areas where improvements can be made in the quality of their work. This might involve targeted training, feedback sessions, or other initiatives to support staff development. While the performance evaluation is currently positive, it's essential for the organization to continue monitoring staff performance and providing support as needed. Regular evaluations and feedback sessions can also help ensure that performance remains consistent and aligned with organizational goals.

The study's findings on the assessment of administrative staff performance are in accordance with established literature in the domains of performance management, organizational behavior, and human resource management. Spiridon, Rizos et al. (2022) provide a detailed exploration of performance management, elucidating various methods, processes, and factors that contribute to employee performance. Their work serves as a cornerstone for understanding the intricacies of managing and evaluating employee performance within organizations.

Additionally, Asmawarni, Arsjad, and Dasan (2022) shed light on the significant role of attitude in job performance through their textbook on organizational behavior. They highlight the critical impact of positive attitudes on enhancing job performance, underscoring a positive correlation between employees' positive attitudes and their level of performance in their roles. By aligning with these established pieces of literature, the study's findings reinforce the importance of factors such as performance management strategies and employees' attitudes in assessing and improving administrative staff performance. This alignment strengthens the validity and relevance of the study's conclusions within the broader context of organizational effectiveness and human resource management practices.

CONCLUSION

The study's findings indicate that the administrative staff demonstrate a commendable level of performance overall, characterized by positive outlooks across various areas. This positive assessment underscores their collaborative and constructive nature within the workplace. However, upon closer examination, the variable reflecting work quality suggests areas that could benefit from improvement. While the administrative staff exhibit strong attitudes and a willingness to contribute, addressing the aspects related to work quality presents an opportunity for further enhancement. By implementing targeted training programs or providing constructive feedback, organizations can effectively channel the staff's positive energy and collaborative spirit towards refining their work quality.

RECOMMENDATIONS

These are the recommendations areas offered by this research:

1. Implementing specialized training programs, workshops, or mentoring schemes can address specific study findings, such as improving task thoroughness, completeness, and accuracy.
2. Feedback sessions should be developed to provide constructive guidance on how to improve the output quality.
3. Acknowledging the administrative staff's positive attitudes, it is important to leverage these strengths in developing a culture of continuous improvement.
4. Creating a supportive environment through regular evaluations and feedback sessions will also contribute to long-term progress in improving work quality.

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