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Application software of the performance review process in modern IT companies

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The process of managing human resources requires the use of very flexible and effective methods and approaches in the current environment. Rapid technological progress leads to continuous improvement of software products that can serve as a platform for measuring performance review. IT companies are high-tech business entities that develop software products and leading technological innovations in the form of cloud technologies, machine learning, artificial intelligence, etc. IT companies were chosen as the subject for the study of modern software products for automating the process of managing human resources.

“Performance Review” is a method of ongoing employee evaluation that determines the level of employee qualifications, potential, provides feedback from management and colleagues, and offers assistance in setting goals for future professional development.

In the current conditions of scientific thought development and in accordance with the state of IT company management, this definition can be considered a modern flexible comprehensive method of personnel evaluation [1].

There are two important areas of assessment within the Performance Review: assessment by skills (“skills matrix” – i.e., the level of soft skills and hard skills) and assessment by goals achieved over a certain period.

Modern IT companies are actively using various software tools to automate the Performance Review process to measure skills of various cate-

gories in a 360-degree manner. This study will examine the capabilities of four global programs that are aimed not only at managing the assessment, but also provide a closed process of human resource management [2; 3].

1. Oracle HCM Cloud: the cloud platform provides integrated tools for HR management (recruitment, development, training, payroll management), including a module for Performance Management. The program allows you to set goals, conduct employee evaluations, collect feedback, and create individual development plans. The powerful analytical tools of this program allow you to implement both very complex and rather non-standard processes for determining performance over certain periods of time.
2. SAP SuccessFactors: the system includes the Performance and Goals module, which helps companies set goals, evaluate employee progress, conduct project reviews, and provide feedback. It also supports the creation of individual development plans. Users of the program note the high convenience of creating interactive dashboards and ensuring anonymity of assessment procedures (if necessary).
3. Workday Human Capital Management: This platform provides solutions for managing human capital, including the Performance and Development module. It allows you to plan goals, evaluate results, identify development needs, and create plans for career growth.
4. Glint (now part of LinkedIn): This platform specializes in collecting feedback data and analyzing employee sentiment. It helps companies not only measure results but also understand what's behind them and develop strategies to improve the work environment.

Along with these four programs, there are many more software products that are more specialized rather than comprehensive. And their specialization is the evaluation process. Among these programs are: SurveySparrow, Trackstar, Primalogic, Synergita, Spidergap. The number of such software products is growing every year and high competition is an indicator of rapid change and progress.

The main general advantages of using modern software products in the context of performance review:

- high-quality performance management, which includes: setting specific goals and key indicators for each employee; the ability to conduct quarterly, semi-annual, and annual performance reviews; and providing feedback between management and employees;
- multi-channel assessment. The ability to conduct a 360-degree evaluation with the involvement of key stakeholders: manager, colleagues, subordinates, employees of other departments;
- high accuracy of the assessment. Additional tools for comparing and adjusting the assessment based on the results;
- unlocking the potential of employees and talent management by setting up plans for further growth using automated tools;
- automation of reporting and analysis of the state of human resources management;
- mobility and accessibility of information use;
- high degree of information security;
- integration of the human resources management process with other automated processes;
- flexibility and scalability in the implementation process, which provides for rapid and effective expansion (opening of new offices abroad, significant increase in the number of employees).

Indeed, the use of modern software products can significantly improve the effectiveness of employee evaluation and contribute to their overall development. The versatility of platforms for automating the process of managing human resources emphasizes the main idea of this complex process - ensuring an integrated approach that involves using the results of the assessment for the professional promotion of employees, the formation of individual development plans, salary increases or bonuses.

Literature

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