Developing Global Mindset towards Excellence Performance

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Introduction

For the past two decades, a new emphasis on strategy and importance of HR systems emerged. Professionals in human resources are increasingly challenged in their contribution to firm's success and performance. In the world of business, the blueprint of a company's future ought to be constructed on some kind of pre-visionary view. This examination of future possibilities must be a continual process of looking at current states, assessing levels of organizational comfort, evaluating how long comfort levels can be retained, and determining the personal and financial impact of change.

With worldwide customer defection rates, it would seem that companies would be clamoring for better ways to determine and resolve possible performance deficiencies. Alternatively, a manager who processes customer complaints as a reflection of a performance gap tends to work immediately to make the customer happier and then evaluates all issues related to the deficient performance. This includes looking at staffing, whether employees were properly trained, if the environment could be more efficiently aligned with work tasks, and if everyone was properly motivated to share the work as a team.

Developing a global mindset towards excellence performance is crucial and typically some fundamentals are necessary which means that the human resources in the organizations are built upon competencies, sound relationships and high performance in strategy implementation.

To start off, below are some components of high performance attributes that can contribute to excellence performance:

Linkage between goal setting and performance

High performance cycle model explains how organizations can use goals as inducements to create and sustain high performance. One assumption that underlies the positive linkage between goal setting and performance is that individuals have the ability to accomplish their goals. Those with adequate skills and abilities will perform better than those with less aptitude, regardless of challenges or demands.

Job-related feedback

Another integral component of the high performance cycle is job-related feedback. Feedback enables individuals/employees to gauge their progress and make improvements if necessary. It provides a mechanism for assessing performance and identifying areas for improvement.

That goal setting is more effective when it is accompanied by feedback. Feedback does not affect the performance levels of individuals who are already meeting expectations, but it does have a significant impact on the performance levels of underachievers.

Linkage between effort and performance

The linkage between effort and performance are positively related. The more effort an employee exerts, the better he or she will perform. Of course, effort may be partly dependent on the nature of the job task assigned. Individuals with more demanding jobs are expected to exert greater effort, and as a result, they are expected to perform better. A close related concept is persistence where employees who are more tenacious and willing to work longer hours are more likely to achieve their goals and perform at higher levels.

Task accomplishment and task complexity

Continual improvement suggests that lessons are learned daily even hourly, and these lessons must be quickly evaluated and pumped back into the continual streamlining of task accomplishment. In more complex tasks, the plans, tactics, and strategies used by the employees play a larger role in task performance that they do simpler tasks where the number of different strategies is more limited and is generally known to all performers. Thus, less complex tasks may facilitate high performance ceteris paribus.

Linkage between performance and rewards with commitment as support

When performance is commensurate with rewards, employees will be more satisfied vis-à-vis equity theory. Material rewards such as pay, rank, job enrichment, and influence over policy would increase perceived support. As in everyday life, perceived organization support would be increased by the receipt of praise and approval as such, employees form global beliefs and mindset concerning the organization's commitment to them. In turn, more satisfied employees will be more loyal and committed to the organization. Performance influences job satisfaction via contingent rewards and job satisfaction is related indirectly to subsequent performance by maintaining the employee's commitment to the organization.

Conclusion

Much has been written about businesses that failed to evaluate and analyze performance issues properly. The forerunners of performance analysis thinking must now promote the capability of putting what scenario planning into action to predict possible performance issues and fix them proactively. Continual improvement suggests that processes are worthy of review and change even if they seem to be momentarily successful. Effective organizational strategies combination with incentives and environmental influences provide the capability of looking at a range of performance environments and determining the future or probable impacts of a variety of management interventions in establishing excellence performance.

Companies worldwide