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Performance Management System vs. the old regular annual appraisal system

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This mixed approach research discussed the pros and cons of the new Performance Management System (PMS) in comparison with those of the old regular annual appraisal system. Focusing mainly on the objectivity of the process as the core of the research's hypothesis which stated that the new performance management system has a positive impact on the objectivity of the evaluation process for the employees in companies and this was proven positively by the end of the study. The study was conducted during November-December 2013 in a reputable private hospital in Beirut considered as a pioneer corporation especially in implementing the PMS after they shifted from using the annual appraisal system since 2009. In addition to discussing other aspects like the developmental effect of the system on employees' skills and knowledge, also the degree of positive effect induced by the PMS on major variables related to work process, like the degree of loyalty towards the institution, motivation, engagement, moral incentives, monetary incentives and other. The main scope of the research was focused on the growing need of implementing a system of appraisal that is more objective and has developmental effects or outcomes on the parties involved, the employee and the company. This purpose of the study was to prove that when a company, mainly in the private health sector in Lebanon shifts from relying on the regular old appraisal system to the performance management system this initiative will give better outcomes regarding objectivity of appraisals and evaluation processes, developmental opportunities for staff and also for the company, higher loyalty levels and increased employees retention rates as was concluded from the results of the survey.

Biography

Bassam Sherkawi is a Nursing Consultant at Clemenceau Medicine Center, Lebanon. Besides his administrative posts Bassam was practicing his academic responsibilities in providing courses about Quality and health care management at the nursing and other health sciences faculties of various Lebanese universities. After acquiring his BS degree (2002), he achieved his first Master's degree in Nursing Sciences (2008) and his second Master's degree in Business Administration (MBA, Entrepreneurship) with Staffordshire University England and Modern University Lebanon. He has joined CMC in 2009 as Assistant Director of nursing responsible for policies and procedures formation, achieving and maintaining accreditation programs, practice and health care standardization, staff and business development, plotting performance improvement plans and quality improvement plans in addition to other operational management responsibilities. Currently he is the Nursing Consultant at Clemenceau Medicine International and Nursing Business Development Manager at CMC (Clemenceau Medical Center Affiliated with Johns Hopkins International, USA).

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