

Human Resource Performance Indicators

Human Resources Management can be measured by studying employee turnover, employee wastage rates, absenteeism, injury and illness records and the responses from employee surveys such as an employee attitude survey.

This information will be able to determine the quality of work environment and the effectiveness of Human Resource Management within the business.

Performance indicators such as the above cover a range of issues and can assist with any HR planning or management systems.

Below is a list of performance indicators for HR which you can implement in your business to assess the functioning and operation of the HR department.

Workforce Planning

- Staff Numbers
- Ratio of salaried to wages staff
- Ratio of surplus staff to required staff.

Human Resource Training & Development

- Training days per employee
- Training days in comparison to training plan
- Cost on training
- Average gain in learning per course
- Average improvement in the job after training.

Equal Employment Opportunities

- Percentage of target group job applicants to total applicants
- Number of Complaints
- Number of women returned to work after maternity leave
- Number of EEO grievances received as a percentage of all grievances
- Number of successfully handled EEO grievances as a percentage of all grievances.
- Number of EEO grievances referred to the Office of EEO
- Number of EEO awareness raising strategies implemented.

Employee Health and Safety

- Number of days lost due to accidents and/or injuries
- Workers compensation costs as a percentage of payroll
- Number of injured staff returned to work
- Number of staff on alternative duties due to their injury/accident
- Rehabilitation success rate
- Proportion of successfully handled OHSW grievances as a percentage of all grievances.

Industrial Relations

- Number of disputes
- Number of hours lost in industry disputes
- Number of recommendations by the consultative committees adopted by the business.

Recruitment and Appointment

- Number of vacancies filled within target time
- 100% compliance with selection procedures
- Actual time taken to fill a position
- Percentage of suitable employees selected.

Performance Appraisal

- Number of performance appraisal meetings compared to targets
- Percentage of goals achieved.

Staff Attendance

- Holiday days available per employee
- Sick days per employee
- Total working days per employee.

Salaries & Remuneration

- Rate of change of average salary
- Proportion of the salary budget expenditure
- Percentage of incorrect payments
- Percentage of overdue salary increase.

Through the implementation of documents, forms and systems you will better be able to determine each of the above performance indicators accurately and evaluate your numbers, problem areas and ways and means to eliminate/reduce them.

You may wish to refer to your Bureau of Statistics in regards to finding the average employee ratios, etc and determine if you have an issue in your performance indicator areas and what needs to be done to rectify these.

Each of the above performance indicators will give you a clear indication of how well your HRM systems are working and if improvement is needed.