

360 Degree Feedback – Journey of Reviewee, Reviewer & HR in Synergita Software



Synergita

Contents

1	Introduction to 360 Degree Feedback	1
2	How does a 360 Degree Feedback Process work?	1
3	Journey of an employee (reviewee) on this 360 degree feedback	2
3.1	Logging into the software	3
3.2	List of activities to do	3
3.2.1	Dashboard	4
3.2.2	Reviewer Nomination	4
3.2.3	Self Feedback	6
3.2.4	Publish feedback (notification from HR)	6
3.2.5	Reports	7
3.2.6	Develop Action Plan	9
4	Journey of a reviewer on this 360 degree feedback	10
5	Journey of HR on this 360-degree feedback	11
5.1	Setting up the 360-degree process	11
5.2	Headcount details	11
5.3	Monitoring the progress	12
5.4	Reminders for the employees	13
5.5	HR Approval & Publish reports	13
6	Conclusion	14

1 Introduction to 360 Degree Feedback

360 Degree Feedback is a process in which employees receive confidential, anonymous feedback from the people who work around them. This includes the employee's manager, peers, direct reports and in some cases, customers and vendors. The reviewers fill out an anonymous online feedback form that asks questions covering a broad range of workplace competencies. The feedback form would include questions that are measured on a rating scale and also ask reviewers to provide written comments. The person receiving feedback also fills out a self-rating survey that includes the same survey questions that others receive in their forms.

360 Degree feedback is useful for:

- Understanding the strength and weakness of an individual from the eyes of other stakeholders
- Employees can build a development plan for reaching the next level in their career

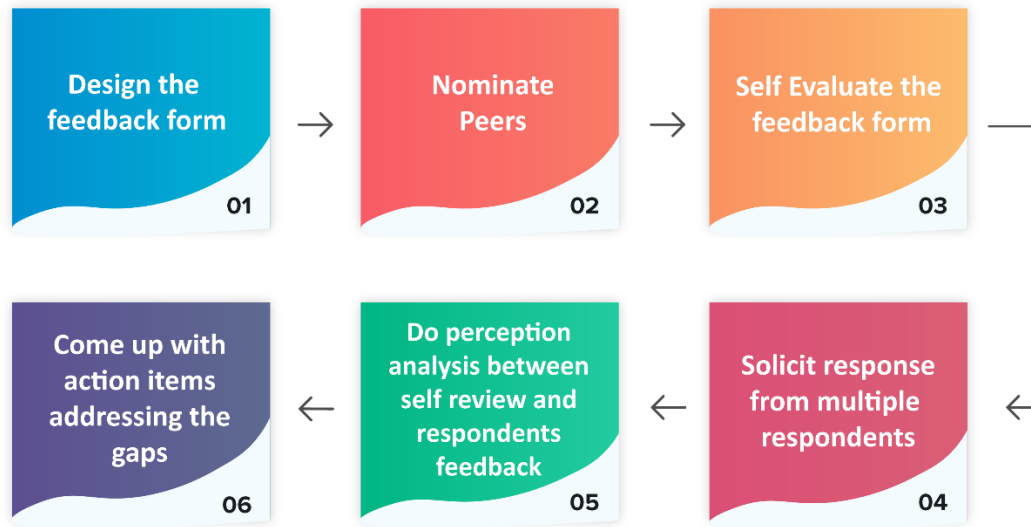
2 How does a 360 Degree Feedback Process work?

360 Degree feedback essentially consists of two components:

- Feedback form (includes softskills, leadership competencies, people competencies, etc.)
- Workflow on how the feedback process will be executed.

HR would design the 360 feedback form. Typically, it would contain the competencies, Rating guidelines, actual Rating to be provided. To make it simple, these competencies could be grouped into few sections such as Leadership competencies, People Competencies, Customer Orientation, etc. Each section may have multiple questions/competencies to get to know the employee better.

Workflow would be similar to the following:



3 Journey of an employee (reviewee) on this 360 degree feedback

Employees would do the following:

- They will login to the software
- Nominate reviewers from whom they would seek 360 degree feedback
 - If they do this step online, employees can nominate their reviewers; this list of reviewers have to be approved by their manager or HR. Once the list is approved, the survey form would go to the reviewers.
 - If HR provides the list of reviewers along with the employee details, Synergita team will import the reviewers as a part of configuration exercise. In that case, “nominate reviewers” would not be there for employees.
- Do a self-feedback
- Once the 360-degree survey is complete, they can generate:
 - a feedback report &
 - perception gap analysis report
- Develop an action plan to build on their strengths and address the area of improvements.

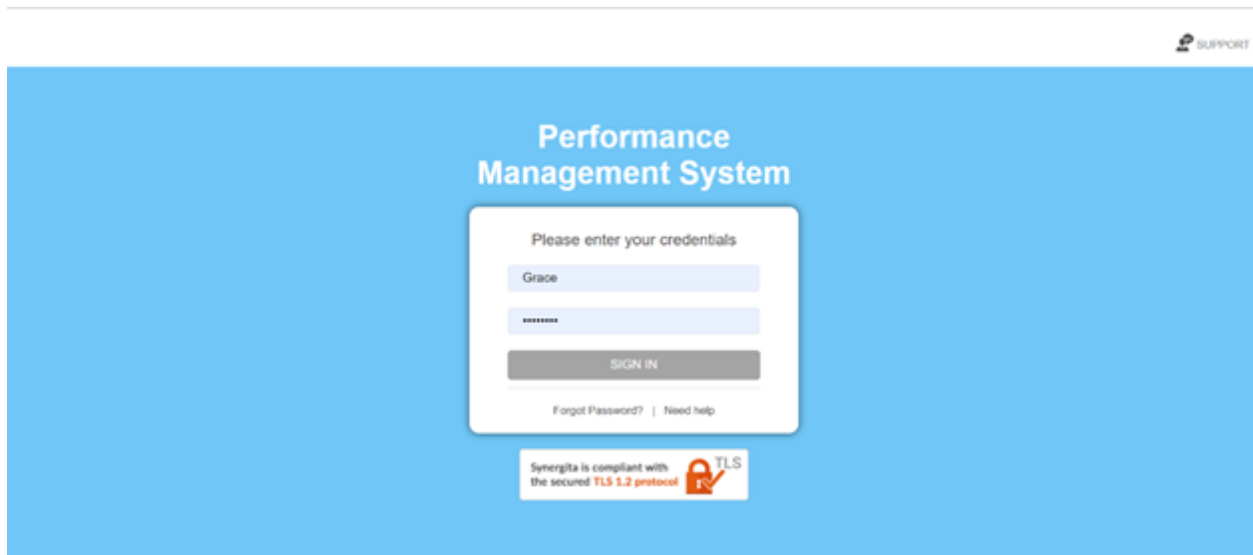
Following sections would showcase the UX in Synergita from the eyes of an employee (Reviewee).

3.1 Logging into the software

Employees will get an email with their login credentials. Ideally, this welcome mail would have the following:

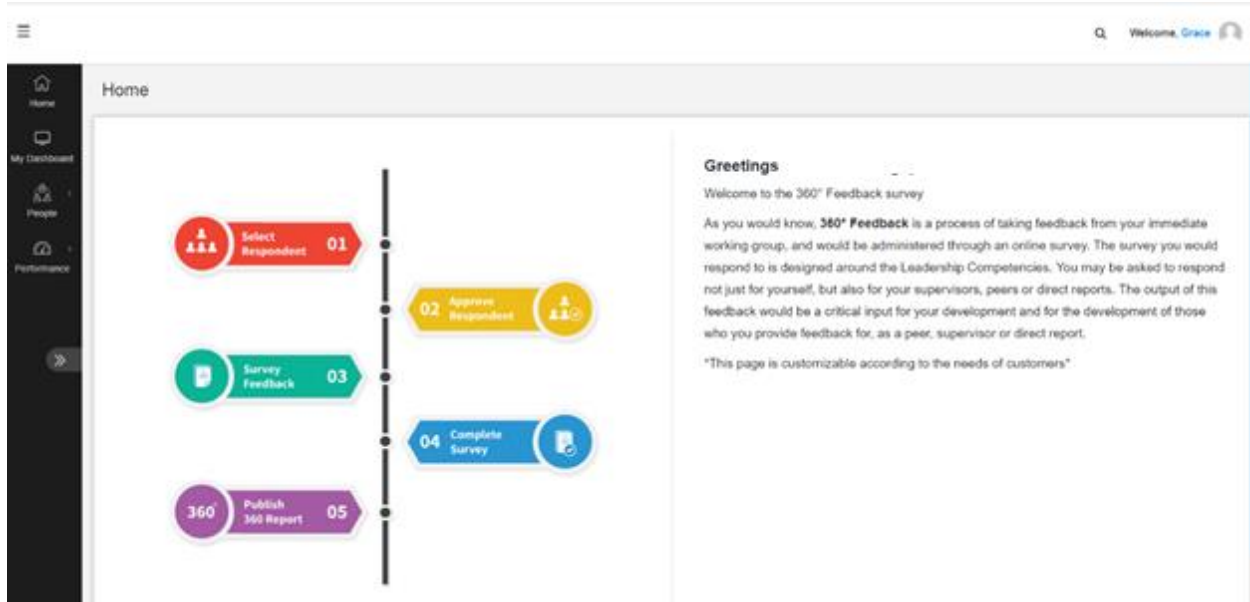
- URL to login
- Login id
- Temporary Password

When they login to the software for the first time, they would be able to change the password.



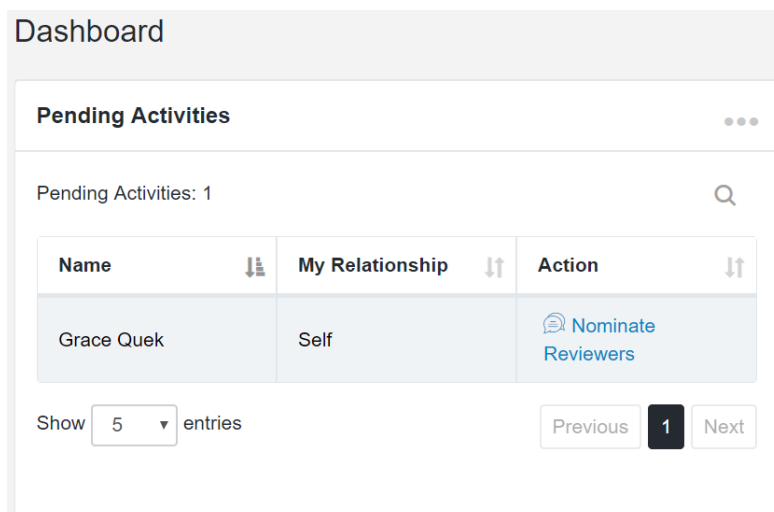
3.2 List of activities to do

When they login to the software, they would see a welcome image. Here, HR can post the objectives/purpose of this exercise, schedule for the process, the workflow, etc.



3.2.1 Dashboard

Dashboard will show the list of pending activities which are in front of them.



3.2.2 Reviewer Nomination

First step for them would be to nominate a list of reviewers for themselves (depending on the configuration).

If they are going to nominate, they can choose the list of reviewers from the company directory (or) nominate external reviewers (by specifying their email address).

Select Reviewers For Grace

Home > Performance > My Action Items > Nominate Reviewers

Nominate Internal Reviewers

Enter Keyword

Sort By: FirstName

Organization unit: Location: Designation: None Selected

No data found

List of reviewers for Grace

No data found

Privacy Policy | Terms of Service | Contact Support | Knowledge Base
© 2019 Synergita.com. All rights reserved.

If the reviewee (employee) Click on the Search button on “Nominate Internal Reviewers”. It will show the directory as follows:

Select Reviewers For Grace

Home > Performance > My Action Items > Nominate Reviewers

Nominate Internal Reviewers

Enter Keyword

Sort By: FirstName

Organization unit: Location: Designation: None Selected

FirstName	LastName	Relationship	Company	Action
Karros	Yu	HR	IRAS	+ Add
Kerryn	Chan	Primary Manager	IRAS	+ Add
Joanna	Thans	Nil	IRAS	+ Add
Grace	Quek	Self	IRAS	+ Add
Darren	Lee	Nil	IRAS	+ Add

Show 5 records per page of 28

First Previous 1 2 3 4 5 6 Next Last

List of reviewers for Grace

Employee (Reviewee) will be able to choose the reviewer and add to the list of reviewers. Employee can choose the filters on Organization Unit, Location, Designation to filter through the employees.

If the reviewers are to be approved by HR/Manager, notification will go them for an approval.

3.2.3 Self Feedback

They can provide self-feedback on the 360-degree form.

Self-feedback form can be reached through the dashboard (or) Performance -> My Action Items.

Reviewer Feedback for Joanna Export as: [icon]

Joanna
Executive
Joanna@hdb.gov.sg
Singapore

Cycle Related Info
Cycle Name: IRAS Survey
My Relationship: Self
Employee Number: HDB003
Primary Manager: Kerry
Review Period: Default

Feedback Completed 0%

[Expand All](#) [Collapse All](#) [Save All](#) [Submit](#)

You can save the form and resume at a later time. Once you complete, please submit the form.

SELF-AWARENESS ▼

TEAM WORK ▼

INTEGRITY & TRUST ▼

WORK ETHICS ▼

COMMUNICATION SKILLS ▼

SELF-AWARENESS ▲

Keeps control of their emotions and behavior, even when involved in high-pressure situations

Rating ?

PLEASE PROVIDE YOUR RATING

Please hover here to view the full text 👉 1 2 3 4 5

Is He/She highly ethical

Rating ?

PLEASE PROVIDE YOUR RATING

1 2 3 4 5

3.2.4 Publish feedback (notification from HR)

Once everyone completes the feedback, HR can publish the reports. When they publish the reports, employees will get a notification from HR.

3.2.5 Reports

There two key reports that Employee will have access to, once the reports are published.

360 Feedback status report:

Employee (reviewee) can access this report from Performance -> My Performance

The screenshot displays the 'My Performance' interface. At the top, there's a breadcrumb trail: Home > Performance > My Performance. Below this, there are links for 'Perception Gap Analysis' and 'Reviewer Feedback'. The main section is titled 'My Performance' and contains two tabs: 'My Goals and Competencies' (active) and 'View Past Feedback'. Under the active tab, there's a 'Performance Appraisal Plan' section with a 'Cycle Name' of '360 Degree-2019'. Below this, there's a profile card for 'Joanna', Executive, with email 'Joanna@Hdb.Gov.Sg' and location 'Singapore'. To the right of the profile card, there's 'Cycle Related Info' including 'Employee Number : HDB003', 'Organization Unit : IRAS', and 'Designation : Executive'. Further right, there's 'Primary Manager : Kerry', 'Track :', and 'ReviewPeriod : Default'. An 'Export as:' button is also present. Below the profile card, there's a 'FEEDBACK' section with a filter for 'Section/Attrib...' set to 'All' and a 'Rating:' dropdown set to 'All'. A 'Show Not Rated' checkbox is also visible. At the bottom, there are two large green numbers: '3.46' for 'Self Score' and '3.69' for 'Peer Score'.

My Performance

Home > Performance > My Performance

Perception Gap Analysis Reviewer Feedback

My Goals and Competencies View Past Feedback

Performance Appraisal Plan Cycle Name 360 Degree-2019

Joanna
Executive
Joanna@Hdb.Gov.Sg
Singapore

Cycle Related Info
Employee Number : HDB003
Organization Unit : IRAS
Designation : Executive

Primary Manager : Kerry
Track :
ReviewPeriod : Default

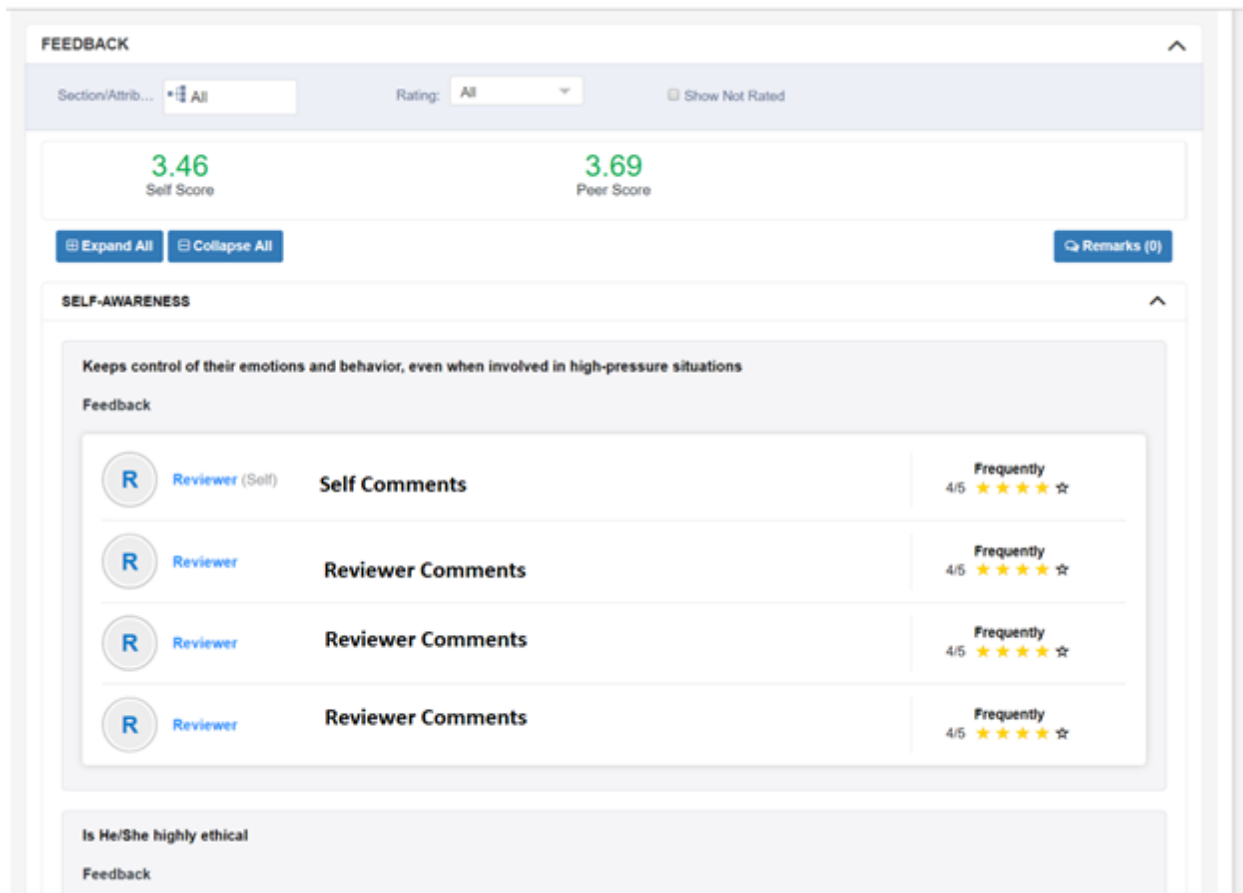
Export as:

FEEDBACK

Section/Attrib... All Rating: All Show Not Rated

3.46
Self Score

3.69
Peer Score



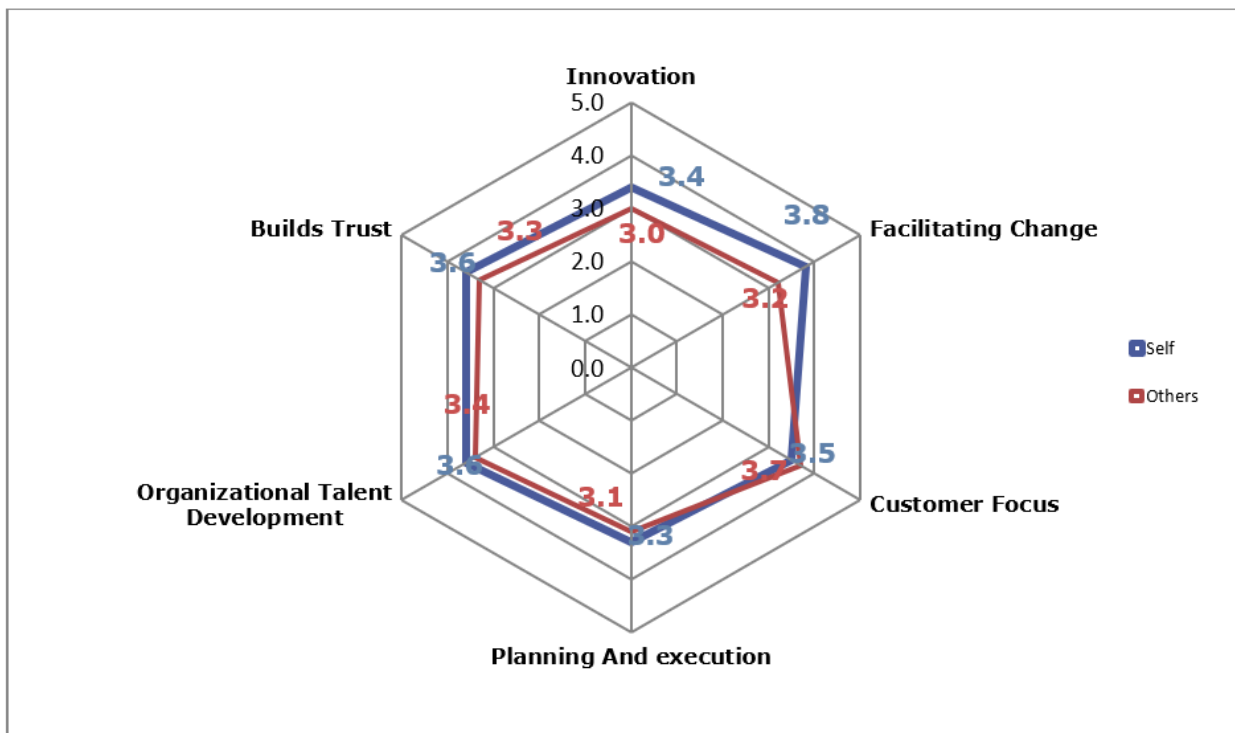
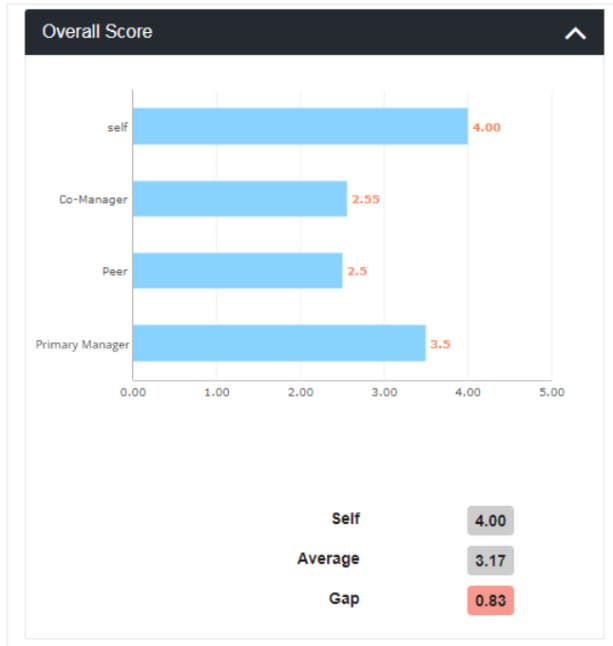
If you notice the above, you will be able to access the feedback for the employee & you will also be able to access Perception Gap Analysis report.

Feedback report will show the self-score, average peer score. Employees can also export the feedback report as PDF file or Excel file.

If you notice the above, for each section, employee (Reviewer) will be able to see the comments from different reviewers. You will see “Self” comments and all the Reviewer comments. Reviewers will be shown as “Anonymous”.

Perception Gap Analysis Report

Perception gap analysis report is another view of the feedback status report. It highlights the scores and gaps (perception differences):



3.2.6 Develop Action Plan

Now that the employee (reviewee) has all the details about the perceptions and rating from reviewers and self, they can find out what their strengths and area of development.

Then, they can come up with their detailed plan offline and work with their manager to accomplish that.

4 Journey of a reviewer on this 360 degree feedback

From Reviewer perspective, journey would be similar to an employee. It would be as follows:

- Reviewer will receive an email with login credentials
- When they login, they will see a welcome page
- They will see a dashboard with details of providing feedback for reviewee(s).
- They can click on provide feedback and start providing feedback.

Dashboard

Pending Activities

Pending Activities: 2

Name	My Relationship	Action
Joanna Tham	Self	Reviewer Feedback
Kerryn Chan	Reportee	Reviewer Feedback

Show 5 entries

Previous 1 Next

SELF-AWARENESS

Keeps control of their emotions and behavior, even when involved in high-pressure situations

Rating ?

PLEASE PROVIDE YOUR RATING

Please hover here to view the full text

1 2 3 4 5

Is He/She highly ethical

Rating ?

PLEASE PROVIDE YOUR RATING

1 2 3 4 5

5 Journey of HR on this 360-degree feedback

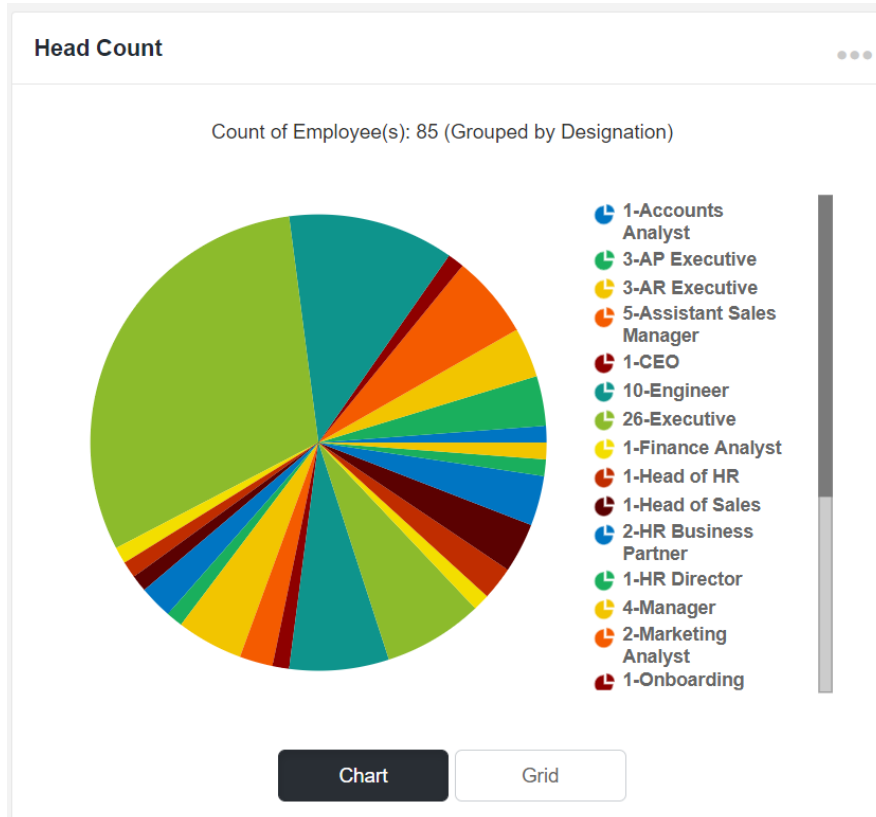
5.1 Setting up the 360-degree process

Before we begin this exercise, HR would provide the feedback form (competencies, rating scale, guidelines, etc.).

- HR would also finalize the workflow for the 360-degree process.
- HR would provide the employee details in a prescribed template. Basically, employee number, name, email id, designation, department, location, manager details, etc.).
- Reviewer matrix (we would suggest having this reviewer matrix nominated by employees themselves). However, if this needs to be imported, we can do that as a part of setup.

5.2 Headcount details

Dashboard provides various widgets. One of the widget is employee headcount. Once you import the employee details, you will be able to see this widget populated. You also have a report available in Reports which provides all employee detail (Reports -> Manage Reports -> Employee Reports -> Employee Details).



5.3 Monitoring the progress

Once the survey is initiated, HR would be able to keep track of the progress of the survey using the following mechanism:

Feedback Cycle Status Widget

Count of Employee(s) in the selected cycle(s): 86

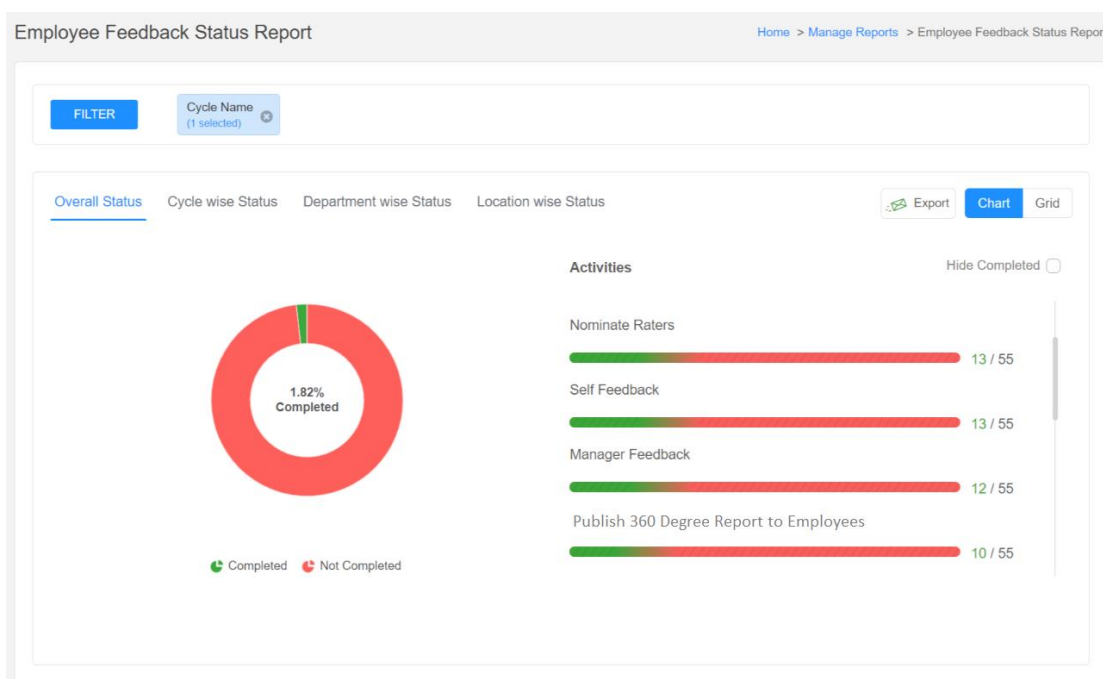
Status	Count of Employee(s)
Nominate Reviewers	23
Self Feedback	15
Reviewer's Feedback	60
HR Approval	7
HR Publish	20

Show 5 entries

Previous1...4Next

ChartGrid

(Note: Since each reviewee may have several reviewers, no of employees at Reviewer's feedback could be higher than total number of reviewees). HR will be able to click on the numbers and see the details of employees. Reports -> Employee Feedback Status Report will also provide lot more details and you can export the status to Excel.



There is another report on Feedback status report by Reviewers. This provides details of the reviewers and the reviewees for them.

5.4 Reminders for the employees

Software will automatically send the reminder notifications for completing the process ontime. If HR would like to send any reminders in between (to be initiated by HR), then, they can send the reminders (Admin -> Manage Feedback cycle)

Manage Feedback Cycles HR Administration > Manage Feedback Cycles > Edit Feedback Cycle

Cycle Details
Employee List
Schedule
Confirmation

Send Notification
Send Reminder

Activity	Type	Due Date
<input type="checkbox"/> Cycle Kick off Notification		
<input type="checkbox"/> Self Feedback	<input checked="" type="radio"/> Fixed <input type="radio"/> Duration	<input type="text" value="23-Jan-2018"/>
<input type="checkbox"/> Get Manager Feedback	<input type="radio"/> Fixed <input checked="" type="radio"/> Duration	<input type="text" value="Days from cycle start date"/>

5.5 HR Approval & Publish reports

Once all the reviewers provide the feedback, HR can approve (if required) and publish the reports. Once they publish the reports, employee will be able to download their individual feedback report, perception gap analysis.

Performance Management

Employee Feedback Status Report_New
Employee Feedback Status Report by Raters
Perception Gap Analysis Report
Team Score Analysis Report

Perception gap analysis (of an employee)

This report is discussed in earlier section under the journey of an employee.

Team Scope Analysis report

This will provide the org wide, department wide analysis of employees.

Software will automatically send the reminder notifications for completing the process on-time. If HR would like to send any reminders in between (to be initiated by HR), then, they can send the reminders

6 Conclusion

Thank you for walking through our software for 360 degree feedback. We hope that you have got a better glimpse on the journey of 360 degree feedback from various stakeholders (reviewee, reviewer, HR). If you have any questions, please reach out to us at support@synergita.com.

Thank you