

Online Employee Evaluation System Using Content Management System

AN INDEPENDENT STUDY

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Table of Contents

Approval Sheet	i
Acknowledgements	ii
List of Tables	iii
List of Figures	iv
Abstract	v
Chapter 1: Introduction	
Background of the Study	1
Technology Application Context	2
Objectives of the Study	3
Significance of the Study	3
Scope and Limitations of the Study	4
Definition of Terms	5
Chapter 2: Review of Related Literature	
Review of Existing Employee Performance Management Solution	
Halogen eAppraisal	6
GroteApproach	8
Blue/Evaluation	10
Comparison of EPMS features.....	15
Review of Open Source Content Management Systems	
Drupal	16
PostNuke	20
Xoops	21
Joomla!	23
Comparison of CMS features.....	25
Chapter 3: Methodology	
CMS Selection.....	26
EES Development and Integration.....	26
Acceptability and Usability Testing.....	27
Project Schedule	27
Chapter 4: Technology Background	
Content Management System Framework.....	28
Drupal Programming from an Object Oriented Perspective	28
Drupal Modules	30
Chapter 5: Results and Discussion	
Results of the CMS Selection Process	34
Results of the EES Development and Integration	36
Results of the Usability and Acceptability Testing.....	37
Discussion	39
Screenshots of the EES using CMS	40
Chapter 6: Conclusion and Recommendations	
Conclusion	47
Recommendations	48
Bibliography	49
Appendices	51

List of Tables

Table 2.1	A comparison of Employee Performance Management Solutions' features
Table 2.2	CMS Functionalities and Modules
Table 5.1	Blank Compatibility Matrix
Table 5.2	Compatibility Matrix Results
Table 5.3	Peer Acceptability Test and Results
Table 5.4	Peer Usability Test and Results
Table 5.5	Administrator Acceptability Test and Results
Table 5.6	Administrator Usability Test and Results

List of Figures

Figure 2.1	Flowchart of Blue/Evaluation
Figure 3.1	Project Methodology
Figure 3.2	Project Schedule
Figure 4.1	Content Management System Module's Framework
Figure 4.2	Content Management System's Module Framework
Figure 5.1	The new Business Flowchart of EES using CMS
Figure 5.2	Screenshot of the Administration of the CMS
Figure 5.3	Screenshot of the User Management Panel
Figure 5.4	Screenshot of the Role Management Panel
Figure 5.5	Screenshot of the Permission Management Panel
Figure 5.6	Screenshot of the Creation of the Evaluation Questionnaire
Figure 5.7	Screenshot of a published evaluation form
Figure 5.8	Screenshot of a list of submission to an evaluation
Figure 5.9	Screenshot of a report ready for analysis
Figure a.1	Screenshot of the Summary of Peer Acceptability and Usability Test
Figure a.2	Screenshot of the Summary of Administrator Acceptability and Usability Test

Abstract

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Abstract:

Office automation has transformed the organization's office into virtual places by enabling communication via networks and the Internet. Evaluation System has become a major Human Resource activity in performance appraisal of the employee. The results of these evaluations are the basis for employee development and hiring within an organization. Web based Content Management Systems has enabled organization to publish, control and administer their websites' content and appearance with little expertise in web-programming. This study focuses on expanding the capability of content management system by integrating an evaluation system into its functionality. This includes the selection of the appropriate content management system, the development and integration of an evaluation system into the CMS and testing for its user acceptability and usability in an organization.

Keywords:

**Content Management Systems, Evaluation System, Employee Performance Management
Solution**

Chapter 1

INTRODUCTION

1.1 Background of the Study

Employee evaluation has become an important aspect in every organization. Human resource managements have maintained high employee morale through up-to-date feedbacks on their evaluation. These evaluations have become the major data source for performance measurement used by managers to provide promotion or demotion of an employee. The evaluators vary from peer evaluators to department heads. For a long time, evaluations sheets are used as the medium of these evaluations. Spreadsheet applications have become the major component in summarizing the data collected. Even though computation is automated in these applications, files have become harder to manage as the time passes. The contents of the evaluation needs a lot of change whenever the business environment changes. These changes are necessary to suit the type of evaluators and the environment that an employee is working on. On the other hand, it was a step in the right direction, because it allowed the managers to use computers to complete the forms, but it didn't do much for the administration of the process itself. It still involved a lot of phone calls and e-mails to remind everyone to do the work [Casper, 2000].

The growth of the Internet has inspired many organizations to publish websites. Desktop publishing, file-sharing, and even synchronous communication within the business involves the use of networked computers and the Internet. These encourage every organization to transform some of their systems to web-based applications. With the development of individual web-based systems, the management for each of these systems has become more complex. User management along with their roles in each of the system has become redundant in the organization, especially in maintaining the contents of their website and the applications. So organizations are finding ways to lessen the complexity in maintaining these applications. Enterprise solutions have become the major player in housing these applications. In maintaining websites, organizations adapt the technology provided by Content Management Systems (CMSs), web-portals, and web-based solutions.

The proponent of this project has considered the automation of the performance management. There are nine key ways in which an organization will benefit by automating

its performance management process[Appendix 1, www.successfactors.com]. Although web-portals and web-based solutions offer a good development environment for the website, it seems CMS offers most of the required functionalities that an evaluation systems needs. To add with, many CMSs are downloadable for free with most, if not all, the previous solutions' functionality has.

1.2 Technology Application Context

A **content management system (CMS)** is a computer software system used to assist its users in the process of content management. CMS facilitates the organization, control, and publication of a large body of documents and other content, such as images and multimedia resources. A CMS often facilitates the collaborative creation of documents. A web content management system is a content management system with additional features to ease the tasks required to publish web content to web sites [Wikipedia].

The features of a content management system, enables the publishing of an evaluation system in a website. By using several inherent modules in a CMS, the automation of performance management will be feasible. The available modules lessen the time of developing some parts of the system.

Maintaining user accounts and user roles involved in the organizations website is a major problem of having different set of web-based systems working in an organization. The management of the contents of a set of questionnaires for a type of evaluator will be made easier. Different versions of questionnaires could be kept within the system. The data collected will be made available for data-mining by a repository which is inherent part of a CMS.

1.3 Objectives

Main Objective:

This project aims to develop a website for employee evaluation that would be applicable to organizations using Content Management System.

Specific Objectives:

- To create an evaluation system that can be used for performance monitoring of employees.
- To incorporate the evaluation system as a module to an existing content management system.
- To test the evaluation system using CMS for user acceptability and usability

1.3 Significance of the Study

This is a study intended for organizations that identifies employee evaluation as an essential tool in performance monitoring and specifying the appropriate employee enhancement program. According to Klenke (1991), information taken from evaluation system is useful to managers in allocating resources, planning workloads and reducing costs of operation. It can also be advantageous to employees by providing timely feedback on performance as well as an objective basis for evaluation.

In most cases, organizations use paper-based questionnaires to collect data from evaluators. The content is based on different competencies that each of the evaluation sheets is made of. The data collected would then be summarized using spreadsheet applications. Office automation has also found its way into the evaluation system. Electronic evaluation sheets are made and sent through emails to the different raters that the organization has selected. Data collected from these emails will be synthesized by another application to produce a report on the evaluation.

The on-going computerization of the office can help organizations streamline their operations, improve efficiency, and enhance effectiveness (Grant and Higgins 1996). But developing a new system for an organization needs more time, effort and finances. Thus, other solutions are sought ranging from ERP's to COTS that could at least fit the major

phases of an evaluation needs. The MIS staff would then make another set of ad-hoc programs that have not been provided by those softwares.

Content Management Systems are the most economical and feasible way to handle most if not all, of the phases that an evaluation system needs. CMS ranges from commercially distributed to open-source softwares that are available in the Internet. Not only does CMS could cater evaluation systems, they could also handle content-based systems that an organization needs. Features like user management, theme management, and security built-in modules that an evaluation system could reuse. Deployment and maintenance is easier if the organization chooses the web-based CMS.

1.4 Scope and Limitation of the Study

This project involves three major steps. First would be the selection of the appropriate Content Management System to be used for the development of the Evaluation System. Second would be the development of the evaluation system based on a sample organization. And lastly, to test the developed evaluation system by the raters designated according to the organizations' policy.

The selection of the appropriate Content Management System is narrowed down into open-source softwares distributed under the GPL license. Criteria based on existing evaluation systems or performance management systems are made for the selection. The major phases and components of an evaluation system reviewed in order to facilitate their implementation into the CMS. The features and modules that are bundled with the CMS are the basis for comparison of compatibility and similarities in terms of functionality between existing evaluation systems' components. Web-based CMS are selected for the project.

The development of the project is based upon the API provided by the authors of the CMS. The structure of the selected CMS core modules and additional modules is studied in order to make it fit to represent the components that are needed by the evaluation system. Additional functionalities within the module are added if the existing module is found insufficient.

Testing for acceptability and usability will be part of the study. The selected organization's rater will used as sample population. A sample set of evaluatees will also be

sampled from the organization. The evaluation report will be checked by the supervisor who needs the evaluation report. He will also check the validity of the report generated.

1.5 Definition of Terms

Employee Evaluation – a method of determining employee’s work performance, skill and competency towards work

Content Management System – a computer software system used to assist its users in the process of content management

Web content management system – are often used for storing, controlling, versioning, and publishing industry-specific documentation such as news articles, operator’s manuals, technical manuals, sales guides, and marketing brochure