

## **The Importance of Applying Established Web Site Design Principles on an Online Performance Management System**

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**Abstract :** An online performance management system was evaluated, and recommendations were made to improve the system. The study shows the effects of not adhering to the established web design principles and conventions. Furthermore, the study indicates that if the online performance management system is not well designed, it may have negative effects on the overall usability of the system and these negative effects will have consequences for both the employer and employees. The evaluation was done in terms of the usability metrics of effectiveness, efficiency and user satisfaction. Effectiveness was measured in terms of the success rate with which users could execute prescribed tasks in a sandbox system. Efficiency was expressed in terms of the time it took participants to understand what is expected of them and to execute the tasks. Post-test questionnaires were used in order to determine the satisfaction of the participants. Recommendations were made to improve the usability of the online performance management system.

**Keywords :** eye tracking, human resource management, performance management, usability

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