

TITLE SLIDE

Competency Management Evaluations Research Project

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Research Questions

Demographics

Key Findings

Insights

Next Steps



**What are the main questions
directing our research?**

What criteria is used to assign evaluators?

Heirarchy.

Evaluators are almost always a person in higher authority.

Good Standing.

Evaluators must have competency themselves.

Location.

Evaluators must be physically present.

Ad Hoc.

Evaluators are often assigned at the last minute.

When using rating scales, how many options should be available?

Current status.

Organizations are currently using a met / not met scale or a Likert type of scale.

Customization.

Most users preferred a customizable scale, but prefer the option to select a simple vs complex scale.

Simplicity.

Most users prefer ease of use to access, complete, and upload.

Goal based options.

One user preferred a performance goal-based options, vs a scale-based option.

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Who participated in our research?

Participants.

1

Five Participants

Participants were sourced from Pendo and opted in to be contacted for research purposes.

3

Organization Size

Size of organizations ranged from two locations to 2500+ locations. They were staffed from less than 100 employees to 1,000 staff members.

2

Training related positions.

All participants worked in learning and development in their organizations.

4

Tenure

Ranged from five months to 19 years.

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What did we learn?

Paper and Pen.

Many organizations are using paper and pen. Four out of five orgs were using paper to complete evaluations in this study.

Decentralized.

Within an organization, different departments were using different resources or not effectively managing competency across the org.

Multiples.

Often, many evaluators are necessary, due to workflow, to sign off on a competency evaluation.

Integration.

Often evaluations are specific to an external program (AHA) and or need to be integrated with an HRIS platform.

Ease of use.

Evaluators need to easily access, complete, and upload.

Comments.

The ability to add comments or text is crucial at various stages in the process

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How should our platform assist users?

Revelations

Several insights were gleaned throughout this process.

→ **Integrations.**

All CE eventually ended up in a HRIS system or file, so any integrations with HRIS platforms would be helpful.

→ **Scales.**

Admins could not agree on a specific number for a scale, but rather preferred to have the options available. Evaluation criteria also changes periodically.

→ **Education.**

Training. Several users referenced that they create or provide training to evaluators.

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What now?



01

Future state.

Whether a mobile solution, copy and paste functionality, other opportunities all users need ease of use functionality.



02

Reports.

We were unable to glean what reporting functions might be useful at this time given the paper process and decentralized nature of CE with these orgs.



03

Additional research.

Additional research can be conducted with current CE platform users.

Questions?

TYPE THEM IN THE CHAT

Thank You