
**ANALYSING HUMAN RESOURCE PERFORMANCE BY USING
DIGITAL ASSESSMENT TOOLS**

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ABSTRACT

Online Assessment enables the evaluation of people's specific abilities, behaviours or characteristics by using the web technologies available via the Internet. The majority of hiring managers find themselves in a situation where they lack the rigorous evaluation techniques and practical insights needed to perform effective candidate screening. Finding the most sought-after employees without a data-driven screening procedure is akin to looking for a needle in a haystack. Additionally, companies have always used resumes and interviews to learn as much as they can about. Online assessments require candidates to complete a number of tests or questionnaires. The tasks and competences required for the open post usually dictate the combination of these exams and questionnaires.

For instance, an online assessment could include personality questions along with exams for verbal reasoning, numerical reasoning, and inductive-logical thinking. The tests should be taken in the order that is recommended. The tests are typically not all required to be taken in one sitting, allowing you to take pauses in between.

KEYWORDS: Online Assessment; Internet; competences; candidates.

INTRODUCTION

A systematic HR audit of tactical and strategic human resource functions is called a human resource assessment. In order to assess strengths, weaknesses, and provide useful information in the form of an action plan, this assessment includes a review of all HR initiatives, processes, procedures, and files. This allows us to recognise accomplishments, identify areas for improvement, and highlight strengths while pointing out areas that need improvement. A human resources assessment is a thorough examination and assessment of the human resources services offered to an organisation.

AN HR ASSESSMENT

- Gives a strategic and operational examination of the policies, initiatives, and practises that are currently in use in the workplace.
- Examines if these policies, programmes, and procedures are being followed and how well they are working.
- Evaluates the workflow, duties, and responsibilities of an HR department in terms of its structures and skills.
- Discusses the service's advantages and shortcomings as well as how well it meets the needs of its customers and the objectives of the company.
- Offers practical suggestions for best practises and measurable impact.

HR Assessment Implications for Organization:

- A review of current records and procedures in HR
- Streamline current procedures and introduce new ones.
- Reduce potential fines, legal costs, and paybacks for unpaid wages as a result of Non-compliance
- Make that the HR department complies with the laws and regulations, which are always changing.
- Enhance your human resources department's performance and contributions going forward.
- Through an HR evaluation report, give a brief overview of the HR department and the organization's workforce in general.

Top five HR assessment methods

1) 360-degree feedback

The 360Degree Feedback Review is one of the most often used techniques. With this approach, the HR manager and assessor are required to get opinions on an employee's performance from everyone who know them. Feedback on the employee's performance, work ethic, deliverables, overall competence, and demeanour is requested from the employee's peers, reports, direct managers, and managers from other departments with whom the person has collaborated on a project. The 360degree feedback technique makes sure that the evaluation system considers many view points for a comprehensive report from onsite and remote working staff. Additionally, it is a crucial technique to comprehend how an individual operates within a corporation.

2) Assessment centre

In the Assessment Centre Method, individuals are asked to perform a series of tasks or are grouped together to perform tasks. This method was first created in the 1930s by the German army and has since been adapted for modern employment. In this method, through exercises, workshops, role-playing games, and simulations, assessors can look at very specific work-related abilities that workers and applicants would require in a company.

The following abilities covered in this method can be evaluated by the HR team using a mind map

- Communication
- Interpersonal
- Leadership
- Problem Solving.

3) HR (Cost) accounting

The Human-Resource (Cost) Accounting Method asks HR managers to look at how much is being spent on individual employees' training, compensation, and development.

Then, HR managers must weigh those expenses against employee productivity and if the organisation has benefited more from the training and development initiatives.

A money-in-productivity-out system cannot be applied to every decision; some personnel are more valuable to the business than just their labour. One group of workers might inspire their

teammates, another might have invaluable relationships outside the company, and still another might demonstrate how to operate efficiently.

This is a fairly detached and analytical way to view human capital, and it shouldn't be the only metric used to predict how future employees will fare in organisations.

4) Management by objectives (MBO)

One of the most common evaluation types used by HR managers is Management by Objectives (MBO), which was developed by Peter Drucker, a well-known management guru and author of multiple management books. In this approach, managers and staff meet down at the beginning of each year, or quarter, to set goals and the procedures necessary to achieve those goals.

This kind of evaluation is excellent for a teambased setting and greatly improves the rapport between managers and employees. Setting attainable goals will inspire staff, make their work easier to measure, and assist to provide more manageable monthly reports. Examples of such targets include a 10% increase in social media followers or a 15% increase in unique website visitors.

5) Field review

The Field Review Method is one of the more established types of evaluation. With this approach, an HR representative observes and evaluates a worker to gauge their productivity, effectiveness, and working methods. This approach might be time consuming, especially for

HR must take a significant amount of time away from their hectic schedules to do the employee study.

Additionally, the HR team might not fully comprehend the procedures or activities of another department, which will make assessment difficult.

The Field Review Method can be useful, nevertheless, if the HR staffs is worried that employees won't otherwise receive an objective evaluation from their supervisors or peers.

Before using this strategy, it should be carefully reviewed to ensure that the outcomes.

Digital HR Assessment

Organizations and employees are being disrupted by the growth of digital, creating new opportunities and difficulties for HR professionals. The digital agenda is currently being shaped by HR, which is also promoting innovation, cultural change, and involvement.

Objectives of online HR assessment

- To evaluate a candidate's learning or knowledge.
- To choose qualified applicants from a large pool of applicants.
- To determine the test taker's strengths and shortcomings
- To recognise particular character traits and personality types
- To give test takers hints for career counselling and select the best training, position, or career for them

The Way to HR Digital Competence

The efficiency, productivity, and retention of businesses using digital technologies in HR are significantly higher than those of their peers and rivals.

To run businesses effectively and compete for talent, the human resources function's digital maturity must be improved. In order to recruit, engage, and keep employees, businesses can now reimagine the on boarding experience, tailor learning and development opportunities, and better manage engagement and performance. Digital interactions not only match the expectations of employees and customers, but they also drastically cut costs.

We performed a Digital Acceleration Index (DAI) study for HR to obtain insight into the problems facing the HR function in order to better understand how businesses are navigating the route to digital maturity for their HR function. We discovered that businesses using digital technologies in the HR department are outperforming their peers and rivals in terms of performance indicators like efficiency, productivity, and retention.

Advantages of online assessment platform for HR

- Reduce the burden of administration
- Extremely environment friendly
- Marks results quickly
- Easily accessible to everyone
- Greater security

Benefits of online HR Assessment for Employees

- Objectivity and diversity
- Candidate satisfaction
- Saving time
- Saving money

Organizations that Use Digital Assessment Tools

Online evaluation tools are being used by employers across a wide range of industries to reinvent their hiring procedures and make them more efficient and impartial.

a) Hospitality

Testing hospitality workers prior to hiring them sounds like a no-brainer because the hospitality business, more than any other, depends on a dependable, customer service-skilled workforce. But compared to other industries, this one has a twice- or three-times higher turnover rate. Naturally, it is challenging to guarantee that clients will be treated properly when service providers come and go through a rotating door.

Digital assessment tools are crucial for hiring hospitality staff since they let recruiters identify everyone from the ideal cleaner to a restaurant manager.

b) Retail

Alarming turnover rates in the retail sector make it difficult for many businesses to retain employees. However, as a manager of talent acquisition, one of the greatest advantages of modern life is the vast array of internet assessment tools at your disposal. You can use these tools to find the qualified candidates you need to fill those available positions.

c) Banking

Finance recruiting managers and recruiters pay a steep price for making the wrong choice when it comes to the banking sector.

Banks and credit unions typically prioritise interpersonal skills, linguistic and math fundamentals, and attention to detail when hiring new employees. Hiring managers may make sure that their candidates have the necessary skills and personality qualities by using online evaluation tools.

d) Manufacturing

80% of industrial executives believe there is a moderate to severe shortage of trained personnel. The fact that this problem can be resolved using digital evaluation tools is what matters, though.

When selecting a recruiting assessment instrument for industrial positions, psychologists from the Wharton School contend that additional attributes like grit and a preference for manual labour should be taken into consideration.

e) Education

The work of hiring a teacher, an assistant, or an office administrator can be quite difficult in today's society when educational institutions are closely scrutinised for their financial value, outcomes, and results.

Online evaluation tools can be used to determine whether a teacher will be a good fit for your school or college, enabling you to judge whether they will be at ease working with kids and handling challenging situations in the classroom. In addition, SJTs with real-world scenarios can assess a variety of teaching abilities, such as how to manage a classroom, use pedagogy, provide feedback, etc.

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