

Measuring and managing the effectiveness of court administrative staff

Purpose

Improving work efficiency while making optimal use of competences and increasing employee satisfaction with the tasks performed

Assumptions

1. Most courts are struggling with the problem of an increase in the number of cases with a simultaneous lack of strengthening of staff
2. Effective implementation of tasks requires developing a way to increase the efficiency of human resources
3. Due to the lack of implementation of modern management methods in courts so far, the current development potential will allow for increased efficiency of work
4. Therefore, it is necessary to develop a tool that allows the management to optimally assign tasks and effectively motivate them to increased effort
5. The measuring tool may vary depending on the specifics of the operation of the unit
6. Methods of responding to effectiveness testing also depend on the specifics of a given organization
7. The catalogue of measures supporting human resources management should be introduced gradually, with extensive information to the interested parties
8. The full introduction of effectiveness measurement should be preceded by a pilot project in selected departments

Create a tool

1. A reference measurement matrix and example criteria should serve as a starting point
2. Creating a team with stakeholders in the implementation of the Good Practice Charter
3. Ongoing recording of changes in the measurement model in accordance with uniform criteria – informing interested parties, training support
4. Developing a standard for responding to the results of effectiveness tests (positive and negative deviation from the mean)
5. Designation of persons responsible for individual stages of the design and operation of the tool (determination of a set of activities, verification, reporting)

Description of the functioning of the practice

1. Individual activities performed by administrative employees are recorded by them
2. The data is entered into a tool which, based on pre-determined assumptions, calculates the employee's effectiveness in relation to the adopted standard
3. The results of the survey form the basis for actions taken to increase employee efficiency

Benefits

1. Measuring effectiveness is the starting point for taking action to increase it
2. Enables effective application of the catalogue of HR activities in court
3. It allows for effective motivation of employees and is itself a motivation in connection with the awareness of its functioning
4. It allows you to increase the efficiency and commitment of employees without forcing increased workload (in combination with HR methods – motivation but also employment regulation)

Cost of implementation

1. Cost of creating an output die for the tool
2. Costs of the work of the initiating team
3. Reporting cost of unit managers
4. The cost of training to prepare staff for the introduction of effectiveness measurement

Note: The real cost of implementation can be reduced to labor costs – this investment is assumed to pay off by increasing the efficiency of employees and relieving the management

Other necessary expenditures/activities

1. The need for the President of the Court to issue appropriate orders
2. The need to have a person with skills in effective human resources management
3. The effect of this good practice may depend on the introduction of other tools included in this publication