

# Business Case for Integrating Organizational Behavior and Performance Management Software



## Sponsored by:

Adrian Reece, Lawrence Chan, and Alyssa Birnbaum, Behavioral Science Doctoral Students, in partnership with Prodoscore Research Council



Published August 18, 2020

[www.prodoscore.com](http://www.prodoscore.com)

 **Prodoscore™**  
Productivity Intelligence

# What is Organizational Behavior (OB)?

*OB is a multidisciplinary field that draws on psychology, sociology, anthropology, and statistics. In management, OB principles are closely related to Talent Strategy, to predict, examine, and assess talent during the employee lifecycle. Organizational Behaviorists use psychological theory, research, and applied practice to predict complex behaviors in people at work.*

## **OB Insights into Employee Performance**

- What motivates employees
- How to improve performance
- Ways to establish trusting relationships among coworkers

***By looking at and better understanding employee behavior, organizations can learn how to maximize performance.***

***Prodoscore provides a data source for this kind of insight, and can help management teams make more informed decisions.***

# Linking Management Theories and Prodoscore

## Data Driven Performance Management

- Better monitor actual performance, the key being to strike a balance between collecting meaningful data and not alienating your workforce
- Review critical components of the workday and provide feedback accordingly
- Rank employees by output

**→ A single review becomes a rolling assessment and opportunities for development**

## Conservation of Resources (COR) Theory

- Ensure that employees have appropriate resources and necessities (i.e. usable work setup)
- Provide assistance/support when employees are struggling, evidenced by dip in productivity
- Identify employees facing challenges with new tools and provide training

# Linking Management Theories and Prodoscore

## Organizational Support Theory (OST)

- Accurately measure work efforts and shine a light on employees who are putting in the work each day
- Employee efforts become more visible and therefore supported, even if output isn't reflective of their work
- Create an environment where employees feel trusted and supported, which in turn makes them more committed and engaged

## Equity and Inclusion

- Objective measurement of employee efforts, not a subjective assessment
- Lack of distinction between genders, minorities, etc. means team members have an equal playing field
- When employees know their efforts count and are noticed, they are more trusting and engaged

# Linking Management Theories and Prodoscore

## Boundary Management

- Flag individuals who are exceeding their work hours in unhealthy or unnecessary ways
- Offer boundary management tools to help employees organize and separate work and life

## Capturing Data

- Bypass false self-presentation and bias and capture real, natural work patterns

## Flow

- Visualize activity to identify the most productive time periods (when employees are most engaged) then adjust schedules or environments to cultivate a state of flow that's most productive
- Flow can also serve as a model for other employees to learn and emulate

# Linking Management Theories and Prodoscore

## Statistical and Methodological Benefits

- The aggregate score represents an amalgamation of organizational artifacts that explains employee behavior through naturalistic observations using big data
- Filtering naturalistic information in a non-invasive way makes for ecologically sound explanations of behavior throughout longitudinal time periods

## Behavioral Prediction

- A repository of behavioral data is captured and stored in the cloud, from which patterns of behavior can be identified
- Leveraging big data will allow companies to forecast behavioral trends, employee output, and team collaboration
- Leaders will better understand what series of behaviors lead to success; OB practitioners will be able to predict future employee outcomes