FAQs for Managers and Employees

Why am I, as the employee, unable to submit and approve my ratings?

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Why am I as the manager unable to submit and approve my final ratings?

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In order to submit final ratings, the employee and manager are required to both submit their ratings. Then the manager can proceed to submit their final ratings.

Additionally, the manager needs to ensure all the objectives have been rated.

Why am I unable to submit my objectives?

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To submit objectives, ensure the KPIs for each KPA add up to 100%. Also, ensure there are no duplicate KPAs in a section.

Why is the self-rating button not available to employees, but only to managers?

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The **Dual Participation** setting has been turned off, therefore users are only able to view their performance contracts, while managers will be able to rate.

Why am I unable to select a perspective from the menu?

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If a perspective is not currently available, please verify that it hasn’t been disabled in the **Master Data Library**. If you find that a perspective is missing from the **Master Data Library**, kindly reach out to your administrator to have it added.

Why am I unable to set objectives for the new review period?

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If the "The next review period can only start when the previous one has been completed" setting has been switched on in the review setup, it means that the previous review period's **Objective-Setting Phase**, **Check-In Phase**, and **Ratings Phase** must be completed before you can start with the new review period.

If the setting is switched off, an employee can work on all review periods at once.

Why is the manager unable to approve the employee's ratings?

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There could be several reasons why the manager is unable to approve the employee's ratings:

- The **phase end date** has passed and therefore the manager cannot finalise and approve ratings. Either the review setup's setting that ignores phase end dates should be switched on, or the phase end date needs to be amended.
- The employee has not completed the **final ratings** for each of their KPIs. Once the employee has completed the final ratings, the manager should be able to continue.

Why am I unable to view the performance agreements of my direct reportees?

Why am I unable to view the performance agreements of my direct reportees?

This issue may occur if direct reportees are not assigned to the correct performance manager. After the administrator updates the **reporting lines**, the manager will be able to view the performance agreements of their reportees.

Why am I not given the option to set my objectives?

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A possible reason for this could be that the **phase end date** for objective setting has passed.

Why am I unable to modify my ratings as an employee after I have submitted them?

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If the manager has completed their final rating, the manager needs to unapprove their final ratings. This unlocks the ratings phase for the employee. However, if the final ratings have not been completed, the employee can independently proceed with the following step. The employee should unapprove their ratings and can then add their comments alongside the ratings.

Why am I unable to modify my objectives as an employee after I have submitted them?

Why am I unable to modify my objectives as an employee after I have submitted them?

The manager needs to unapprove the performance agreement, then the employee can modify the objectives. Thereafter, both the manager and the employee need to approve the modified objectives for the performance cycle to proceed.

I have completed my objective settings phase and ratings as an employee, but now it shows "Incomplete" on the system. What happened?

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The manager has selected "Modify Objectives" while the **Objective-Setting Phase** is open, which has unapproved the contract. Therefore, the manager and the employee will have to approve the objectives again and submit their ratings.

Why is an employee not showing on the "My Team" tab?

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Please ensure the employee has been added to the People Group linked to the Review Setup. Ask the administrator to:

- Open the Setup and Configuration menu by clicking on the gear icon at the top of the screen (if available)
- Select the "Product Setup" option
- Go to the "Review Years" tab and select the Review Year to which the phase belongs
- Go to the "Review Setups" tab and click the relevant Review Setup you would like to adjust
- Go to the "Target Audience" tab and ensure the employee has been added to the relevant group

What do I do if the employee is linked to the incorrect performance agreement?

What do I do if the employee is linked to the incorrect performance agreement?

If the employee and manager have submitted their ratings, both need to unapprove their ratings. Next, both the manager and the employee need to unapprove their objectives they have set. Finally, the current performance agreement can be deleted.

Alternatively, performance management administrators with the required access can perform a deletion by clicking on the Module-Specific Functions menu, selecting Bulk Actions, and then searching for the correct agreement to delete under the Delete Agreements menu item.

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