

Staff Review Process: Web vs Paper

A Typical Estimate of Time and Cost Saving

Background

We are often asked, 'how much less does it cost to run a web based "process" as opposed to a traditional one delivered on paper?' There are obviously a number of local variables; however this calculation was undertaken by a PFA project partner with 5000 staff.

A time assessment has been calculated assuming a like for like process, a simple movement from paper to web in terms of the process of form completion only. No additional time savings have been taken into account, such as time saved by having central data available on the corporate progress of the appraisal timetable (something that we simply do not have at all now), or any of the other significant additional benefits of a different approach to goal setting or centralised learning modules (essential training and behaviour frameworks).

Process difference

Time before the 1:1 appraisal

- **Paper:** Each member of staff finding the forms on the web (or requesting them from HR), printing these, finding last year's form, transferring goals and objectives from one form to another and completing the rest of the form by hand, passing (sometimes posting) these to their manager – **estimate 3 hours**
- **Web:** Undertaking the same process as above but located via a simple web based tool that can not only transfer goals and other parts of the form but also record these in a central place, allows managers to see forms and comment on them via the web and completely eliminates the need to post or store in any way – **estimate 2 hours**

Time during the 1:1 appraisal

- **Both:** Time set aside is the same for paper and web based process, assuming no change in process itself – **estimate 1 - 1.5 hours**

Time following 1:1 appraisal

- **Web:** Time savings to be made by each head of department seeing from their desktop -
 - Who has undertaken their review, when and who was the appraiser
 - Who needs reminders to complete (easily done via targeted email)
 - What stage they are at, for example who still needs to have forms signed off by appraiser
 - Departmental training needs
 - Details within each individual form
- **Paper:** This is a role often undertaken by a member of admin staff estimated to be 15 minutes per member of staff, for a department of 50 people – **estimate 750 minutes or 12.5 hours.**

Results

With a like for like process, the time savings for a department of 50 people could be....

Individual admin - 50 hours

Department coordination - 12.5 hours

Total - 62.5 hours @ £12 per hour (typical average cost) = £750 per group of 50 staff.

If this loose calculation was used to estimate savings across 5000 staff it would equate to £75,000 in terms of 'admin' time cost savings across the institution, excluding any print costs.