

**Gastvortrag im Rahmen der Ringvorlesung  
„Digitale und vernetzte Arbeitswelten“  
am 23.11.2020**

**Beginn: 16.15 Uhr  
Ort: Zoom-Meeting**



**Ph.D. Alberto Sardi**

*Department of Management, University of Turin*

**Evolutionary path of performance  
measurement and management  
systems**

The "literature" and the "practice" highlight the relevance of performance measurement and management system to face the current competitive business environment. Performance measurement and management system is defined as a balanced and holistic system able to support the decision-making process through a set of performance measurement activities, e.g. gathering, elaborating and analyzing performance, as well as performance management activities, e.g. communicating, learning and improving performance. It provides feedback to employees on the outcome of actions reflecting the procedures used to implement business strategy. The aim of this presentation is to highlight the main features and evolutionary path of performance measurement and management to respond to current business challenges. Furthermore, it aims to illustrate how 'digital technologies', such as social media, chat, and enterprise social networking, contribute to the evolution of this system. Through a brief literature review and case studies in private/public small, medium and large enterprises, the presentation explains the evolutionary trend of the performance measurement and management system. The findings highlight an evolution path, increasing the maturity of performance measurement and performance management. Furthermore, it describes a democratic and participative performance management thanks to the support of 'digital technologies', such as WhatsApp, Messenger, and Management Software.

Alberto Sardi is a Postdoc at the Department of Management at the University of Turin. He holds a PhD in Management Engineering of the University of Padua. Currently, his research interest focuses on Innovative Performance Management in organizations, with particular attention to the development of innovative techniques for design, the implementation and use of performance measurement systems.

The lecture series "Digital and networked working environments" is a joint event organized by the Research Program "Digital Future" and the Research Training Group "Design of flexible working environments" of Bielefeld University and Paderborn University. The lectures are open to the public. Please register with [nicole.giard@uni-bielefeld.de](mailto:nicole.giard@uni-bielefeld.de).