

Benchmarking Employee Performance Management Systems: Insights from the Transport Sector for Academia

Alice AlAkoum¹, Elvira Nica¹, Mohammad Abiad², Ana-Mădălina Bîgu¹

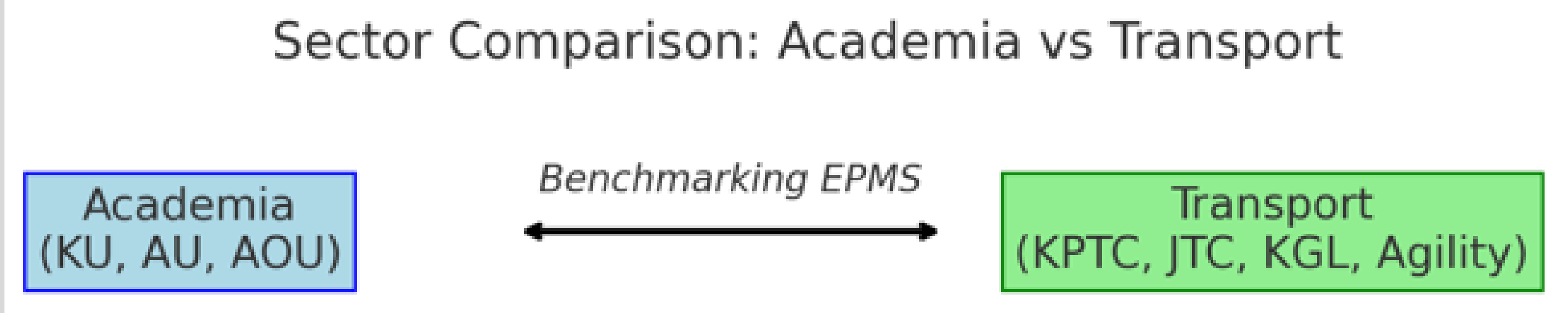
1 Bucharest University of Economic Studies, Bucharest, Romania
2 College of Business Administration, American University of the Middle East, Kuwait

INTRODUCTION

Employee Performance Management Systems (EPMS) are increasingly vital in both academia and the transport sector. While universities struggle with rigid, outdated systems, transport companies have adopted dynamic, KPI-driven, and innovation-led EPMS frameworks.	Public and private universities face challenges in aligning faculty performance with institutional goals due to bureaucratic constraints and lack of performance incentives. Stakeholders include university administrators, policymakers, faculty, and HR professionals.	This study benchmarks EPMS practices in four transport companies (KPTC, JTC, KGL, Agility) against those in three universities (KU, AU, AOU), aiming to propose scalable and adaptive EPMS solutions for higher education.
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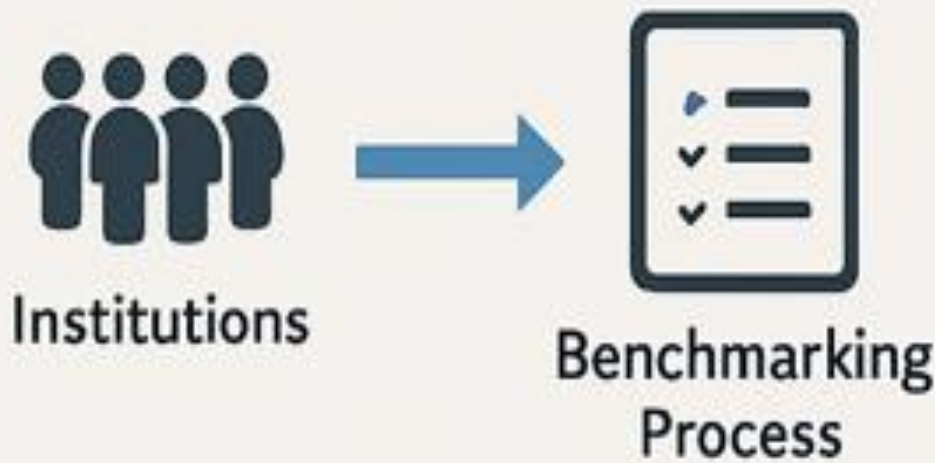
MATERIALS, METHODS & IMPLEMENTATION

- ♦ **Research Methodology:**
Qualitative, comparative case study
Organizations: 4 transport companies, 3 universities
Focus: Governance, KPI integration, training, sustainability
- ♦ **Data Sources:**
Annual Reports: JTC (2023), Agility (2023), KGL (2022)
Public-facing data: KPTC
University reports: KU, AU, AOU
- ♦ **Implementation Approach:**
Content & thematic analysis
Benchmarking methodology for cross-sectoral comparison



RESULTS

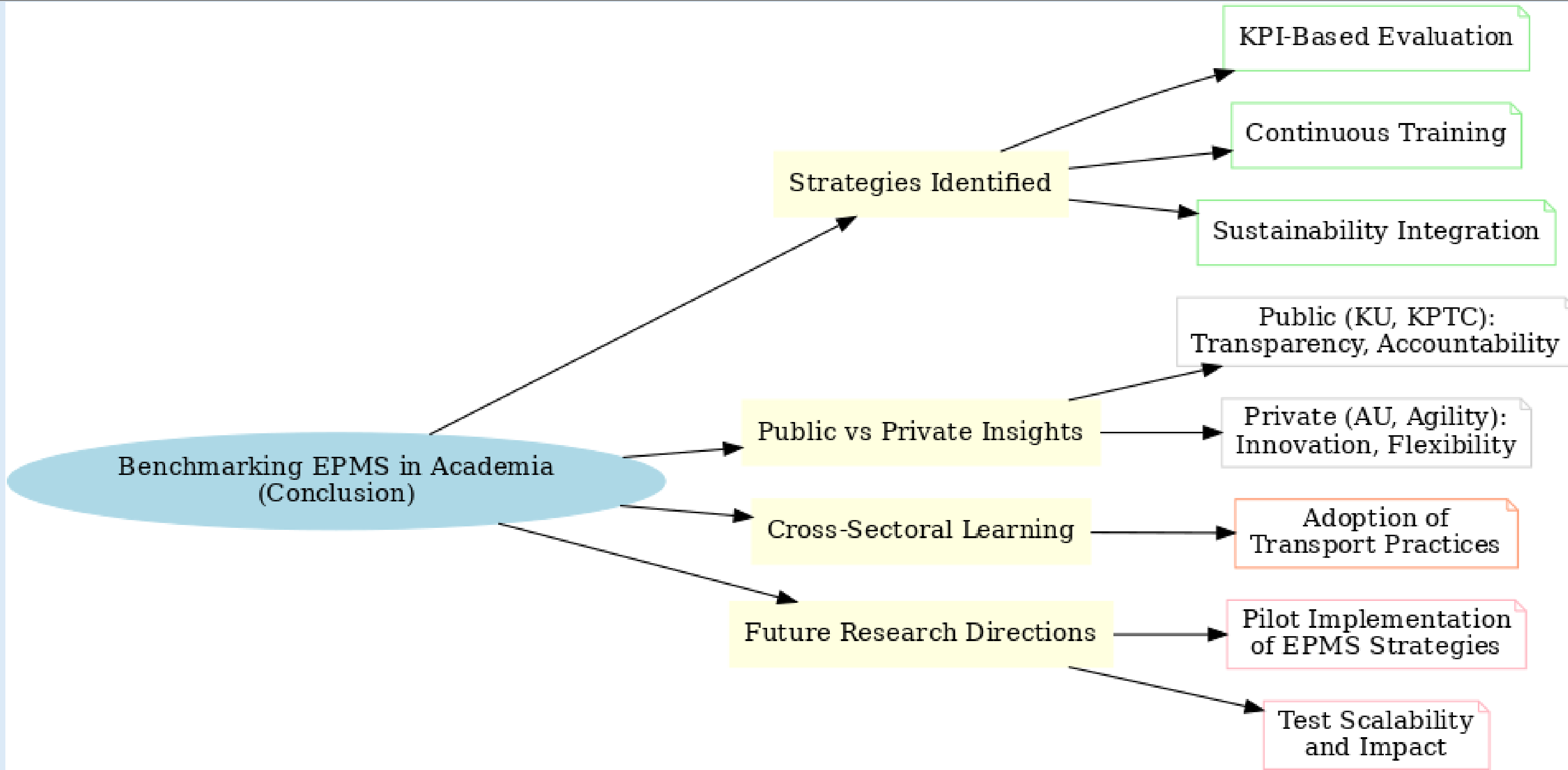
- ♦ **Academic Findings & Innovation:**
The study recommends strengthening EPMS in universities through six key strategies:
 - **Use KPI-based evaluations** aligned with academic priorities like teaching and sustainability.
 - **Invest in continuous training** using flexible, digital platforms. Integrate sustainability metrics into performance assessments.
 - **Adopt best practices from transport firms** like JTC, KGL, Agility, and KPTC—especially in governance and data-driven evaluation.
 - **Apply predictive analytics** to identify and address performance gaps early.
 - **Reinforce governance frameworks** to ensure transparency and accountability.These actions can boost engagement, improve outcomes, and foster innovation across academia.



- ♦ **Practical Applications:**
Adaptation of transport-sector practices like performance-linked remuneration, predictive analytics, and advanced KPIs can enhance faculty evaluation systems in higher education.

CONCLUSION & IMPLEMENTATION PATH

- ♦ **Key Takeaways:**
 - Benchmarking across sectors reveals actionable strategies for modernizing EPMS in universities.
 - Public transport companies (e.g., KPTC) provide insight into governance-led performance evaluation.
 - Private companies like Agility exemplify innovation and sustainability in EPMS.
- ♦ **Impact & Further Research:**
 - Universities can create more effective, accountable systems by tailoring best practices.
 - Future work: Pilot implementations in universities, impact assessments, and digital EPMS development.



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