



SUPERVISION SYSTEM BASED AGILE APPROACH ON PERFORMANCE MANAGEMENT IN THE HIGHER EDUCATION INSTITUTION (HEI): SYSTEMATIC LITERATURE REVIEW

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Abstract:

This paper aims to identify, review, and synthesize the supervision system based agile approach on performance management in the higher education institution (HEI) based on a systematic review. The present paper carried out a systematic literature review (SLR) of the related literature. An efficient survey was distinguished written works by electronic open access information base inquiries (Google scholar, Emerald insights and Science Direct). The inclusion criteria were: i) publication date between 2012 and 2022, ii) country, iii) methodology, iv) model/theory and v) dimension. The preferred reporting items statement was followed when performing narrative synthesis and systematic review using Preferred Reporting Items for Systematic Review and Meta-Analyses (PRISMA) search methodology strategy. Systematic literature

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review has been undertaken by identifying 1,307 studies from various sources. After removing the 1,296 studies based on selection criteria, 11 studies have been found relevant for the present study. The review suggests that the supervision system based agile approach is necessary to enhance performance of the HEI. This research found there is no standardised methodology to measure the supervision system based agile approach on performance management in the higher education institution. The study conceptualises a research model which can be used by the policymakers to develop model of supervision system for performance management.

Keywords:

Supervision System, Agile Approach, Performance Management, Higher Education Institution (HEI), Systematic Literature Review

Introduction

Human factors are concerned with the performance of human in a task-oriented environment interacting with system and organization (Yang et al., 2022). This is of needs in human-centred design in an organisational context where people and system (technology) are being integrated more closely and more intensively than ever before (Torneo and Mojica, 2020). Meanwhile, an agile strategy entails integrating humans, systems, connections, and innovation, as well as time and location, together to determine the most appropriate and effective manner to accomplish a project. At the end of the day, Agile empowers adaptable working, consistent improvement, and group liability, zeroing in on execution and results which are commonly gainful to the specialist, their group and eventually the association. In higher education institution (HEI), towards execution the board going about as a significant supporter of the representative and leading to a scope of instructive advantages, for example, upgraded group functions abilities, bunch learning, and social appreciation (Sarangee et al., 2022), (Marder et al., 2021).

The literature on performance management is very rich (Ashaari et al., 2021). However, the studies on the supervision system based agile approach in performance management at the HEI are restricted. As a result, featuring the existence is fundamental of a supervision system based agile approach on performance management in the HEI. Such difficulties feature the requirement for strong proof to illuminate best practice, with lucidity about the zeroing in on execution and results which are commonly useful to the laborer, their group and at last the association. In response to this need, this systematic review aimed to identify, review, and synthesize the supervision system based agile approach on performance management in the HEI. Investigators present the systematic literature review results by exploring proof of repeating examples to comprehend the present status of-the-specialty of exploration in the oversight framework based nimble methodology setting. The investigators carry out a systematic literature review (Jarrell and Stanley, 1998), to notice the various variables which can make sense of the varieties in the consequences of these investigations.

Despite the growing interest towards performance management in the HEI, research on supervision system based agile approach within the HEI context is somewhat limited. Kamau and Spong (2015) contend that there is little exploration on supervision system based agile approach on performance management in the HEI to further develop matters, requiring rapid attention around here. Even though the investigations give significant commitments, supervision system based agile approach on performance management of HEI has not been

explicitly considered. It is here researcher intend to contribute, with an SLR study. The remainder of this article is organized as follows. Section 2 describes the literature review, and Section 3 presents the methodology used in this study. Section 4 presents the findings and gives a deeper discussion of the results. Section 5 presents the conclusions.

Literature Review

Supervision System

Supervision is defined as collection of the elements of direction, guidance, oversight, and coordination of the activities of the trainees. According to Jutta et al. (2006), “supervision can be defined as a process of advice, information and learning for social work. Learning means applied learning as well as cognitive learning. Normally the process takes place face to face” (Albar., 2012). According to Albar (2012), traditional supervision subsystem (On-visiting Supervision), where supervisors observe, guide, develop, trace, and record all activities, progress, and performance of teacher through many visits to the school so that it gives a qualitative and quantitative data accordingly. However, since management systems have been progressively developed and adopted by most management in business management, schools, offices in the public and private sectors as well as in higher learning institutions (Che Kar et al., 2020). The developed system can facilitate all process management and thereby benefit many organizations and individuals involved.

Agile Approach

Agile approach presently broadly rehearsed in organisation management. Engendered by computer programmers for well north of 10 years, it invigorates a more unique and majority rule way to deal with cooperation/project the executives than more conventional administration structures permit. As Hardy (2016), New York Times article mentioned “Whether you like it or not, your boss may want you to start acting more like a programmer.” Particularly, Marketing Week (2019), reportedly mentioned “when marketers take cues from software developers and start working in an ‘agile’ way it can offer big benefits to ways of working”. The NHS and Unilever, for example, commonly use this term when advocating Agile working.: “Agile approach is about bringing people, processes, connectivity and technology, time, and place together to find the most appropriate and effective way of working to carry out a particular task. It is working within guidelines (of the task) but without boundaries (of how you achieve it)” (Marder et al., 2021). For instance, Agile energizes adaptable working, nonstop improvement, and group liability, zeroing in on execution and results which are commonly useful to the labourer, their group and eventually the association.

Performance Management

In its current form, performance management entails the use of a streamlined rating system as well as frequent, informal discussions about employees' developmental goals. The focus is on enhancing intrinsic motivation through daily performance management to match employee behaviour with the organization's goals and improve their capabilities in good governance practises. Even this procedure, however, has limitations. Evidence that ratings can be utilised for successful performance management, for example, is still missing. Furthermore, if a top-down method is utilised, communication between employees and management would remain ineffective (Jones and Culbertson, 2011). The ideal method to utilise is determined by each organisation and the several aspects involved, including the environment, corporate goals, and culture.

Research Methodology

The researchers adopted the procedures of Khairi et al., (2021). A device expects to deliver a logical outline of the proof in a specific region, rather than the "customary" account audit. The planned consideration standards were restricted to the accompanying qualities displayed in Table 1.

Table 1: Summary of Inclusion Criteria [14]

Item	Description
Year	This item described the "year" of the articles in this study.
Country	The item described the "region" studied in the articles.
Methodology	The item described the "methodology" adopted in the articles.
Model/Theory	The model described the model/theory used to in previous studies.
Dimensions	Dimension recognised specific studies related to the present study.

Source: Khairi et al., 2021

To answer a given research issue, a systematic review aims to collect all empirical data that meets pre-specified qualifying criteria (Desrosiers et al., 2020). It utilizes express, orderly strategies that are chosen to limit predisposition, consequently giving solid discoveries from which ends can be drawn, and choices made. Glass (1976), which is characterized as the factual examination of the consequences of individual investigations, in order to combine them. Pignon and Poynard (1993), described a systematic review as the use of analytical tests to integrate a set of independent but related investigations. Jarrell and Stanley (1989), recognize a systematic review as an "evidence-based study" analysis that attempts to explain variations in outcomes between investigations. A systematic literature review is a synchronous examination of a bunch of studies resolving a similar inquiry, to acquire the data that none of these investigations taken independently could give and make sense of the distinctions in the consequences of these examinations (Glass, 1976). The goal was to lower the expenses of investigations, that frequently yielded inconclusive findings. This strategy has quickly expanded to other fields of study, including the ecology, business, as well as the related disciplines.

Searches of digital open access repositories (Google scholar, Emerald insights and Science Direct). Investigators compiled a list of 1,307 studies that might be used to perform a full systematic review. Keywords used to select the studies were: "Supervision system"; "Agile approach"; "Performance management" and "Higher education institution". The researcher's knowledge of databases that the supervision system based agile method on performance management in the HEI researchers were aware of, as well as the list of available online databases, were used to pick electronic sites. To avoid bias review, it is suggested that search several databases to accommodate as many citations as feasible. The complete text of papers was searched using an electronic open access database. A total of 1,307 studies were found and examined (Khairi et al., 2021). Researchers' experience in the literature search supports the suggestion by Khairi et al. (2021), that it is fundamental to distinguish a rundown of pertinent internet-based data sets to work with the cycle. Endless supply of the essential hunt stage, the ID of important writing went on with the optional inquiry stage. On the off chance that all papers are appropriate, it was added to the current rundown of studies equipped for the union.

The sample for this research came from 1,307 manuscripts that were published throughout the last ten years. The exact phrase was among the search phrases utilised throughout electronic databases “Supervision system”; “Agile approach”; “Performance management” and “Higher education institution”. Both segments of the search results were systematically organized, reducing the literature to “supervision system”; “agile approach”; “performance management” and “higher education institution”. Figure 1 depicts the flow and outcomes of the inclusion procedure. Three inclusion criteria were employed in this systematic literature review. The first criterion was set, and it exclusively included empirical studies. Studies that produced statistics suitable for effect size computation based on either mean and standard deviation data or proportion of population data met the second criterion. The third consideration rules confined to concentrates on that revealed insights applicable to the oversight framework put together lithe methodology with respect to execution the board in the advanced education establishment.

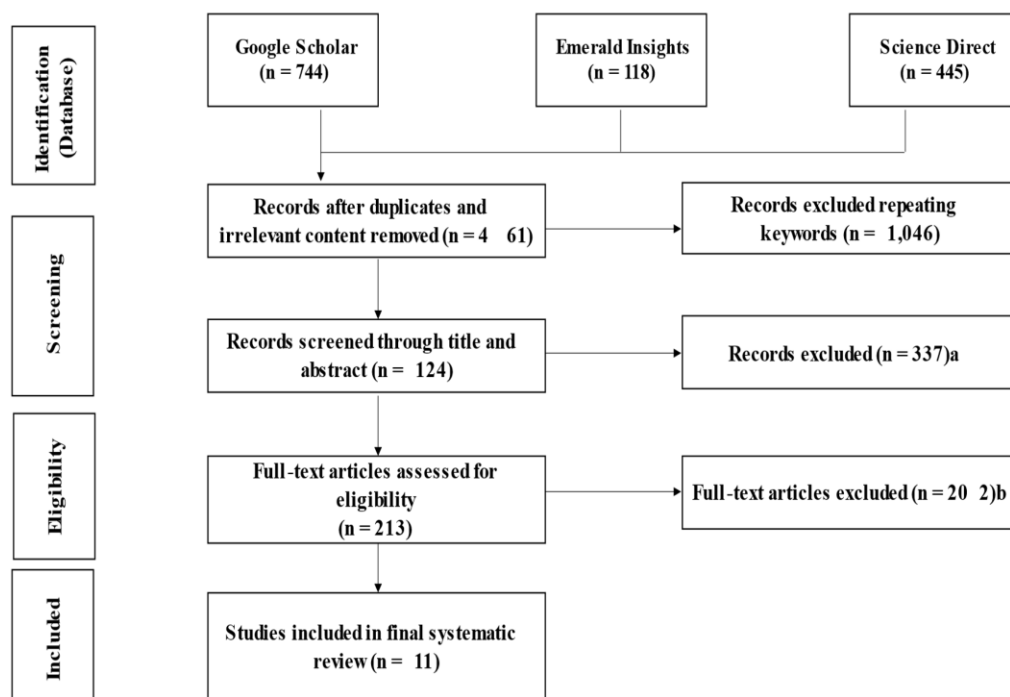


Figure 1: Flow Chart of Article Search Strategy According to PRISMA

A comprehensive search across three electronic databases sources covering ten years of empirical research, from 2012 to 2022, revealed 1,307 search results, with 461 of them being investigated for this research. Likewise, the reference indices of the analysed compositions were assessed to situate however many applicable examinations as would be prudent (Khairi et al., 2021). The pertinence of a composition was resolved in view of its title, conceptual, and contents accessible. Not every one of the inspected compositions were pertinent for this review; hence, from 213 qualified outcomes, just 11 original copies contained information reasonable for the systematic literature review.

There is a lot to choose from the supervision system based agile approach on performance management in the HEI (Che Kar et al., 2020), (Elkhateeb et al., 2019), (Battou, 2017). Those eventually picked for this meta-scientific review were chosen in a two-venture approach. The initial step included a recurrence search across recovered compositions to distinguish

exceptionally referred to on oversight framework put together spry methodology with respect to execution the executives in the advanced education establishment. The quantity of papers referencing the elements filled in as a mark of the consideration these elements are given in the writing, consequently, defending the selection of factors to remember for the systematic literature review. The second step of determination happened during information assortment, dispensing with from the review those factors that didn't yield an adequate measure of information for impact size calculation. Such examinations connected with uncertain significance (e.g., the term management framework based nimble methodology), an interesting event in the writing, and information for means and standard deviation, extents, or test size missing.

Experiment Result and Discussion

The findings will be segmented into result factors, methods employed, and specific research. Due to the nature of the research evaluated, a summary of the quantitative measure was not possible. In terms of outcome categories measured, location, and database used, the research was too disparate. A quantitative summary measure was not achievable, let alone valid, due to the aforementioned issues. Table 2 shows the four primary themes that emerged from the review. For the previous 10 years, the results presented a complete analysis of the supervision system based agile method on performance management in HEIs provided by researchers. This systematic literature analysis discovered 11 papers that focused on a supervision system-based agile approach to performance management in higher education institutions. As a result, there is little discussion of a supervision system-based agile approach to performance management in higher education. As a result, there is currently only a little amount of research done by academics.

Supervision system based agile approach is a tool to evaluate performance of the organisation. This assessment process will be a valuable asset to the employee, resulting in a variety of pedagogical benefits such as improved teamwork skills, group learning, and cultural awareness (Sarangee et al., 2022), (Marder et al., 2021), (Barnard and deMerwe, 2016). Based on results, supervision system based agile approach on performance management in the HEI studies most found in the country of China. In addition, all of the investigations used a qualitative methodology. Three (3) articles were published in 2017, with the remaining two (2) in 2019, one (1) in 2020, one (1) in 2012, one (1) in 2013, one (1) in 2014, one (1) in 2015, and one (1) in 2016. (2016). Thus, since this supervision system based agile approach on performance management in the HEI is scarce, most studies are found from Google Scholar database. As a result, it is possible to conclude that a short experiment concentrating on supervision system based agile approach on performance management in the HEI especially in index journal. Scholars should conduct further research on this topic in order to discuss its significance of supervision system based agile approach on performance management in the higher education institution.

For the years 2012 to 2021, an analysis of works published in the field of supervision system-based agile approach to performance management in higher education yielded the following results:

- Research in the area of supervision system based agile approach on performance management in the HEI is scarce.
- Most of the research has been conducted in China. The significant number of research in China is probable due to several factors. The main factor is China is a fast

development country in developing system. The study on supervision system is necessary to evaluate the organisation based on performance management. This will benefit to the organisation in order to achieve the goals.

- As the study on supervision system based agile approach on performance management in the HEI is low, research in the area might need to be more and move towards other areas, such as organisational behaviour, business, and other research areas.

Table 2: Characteristic of Studies Involved

No	Authors	Year	Journal	Country	Model Name
1	Albar	2012	European Journal of Business and Management	Saudi Arabia	Electronic Supervision System Architecture
2	Wu et al.	2013	Frontier and Future Development of Information Technology in Medicine and Education	China	Higher Education Quality Supervision System
3	Wu et al.	2014	Frontier and Future Development of Information Technology in Medicine and Education	China	Quality Supervision System
4	Tengberg	2015	International Education Studies	Sweden	Doctoral Dissertation Supervision
5	Maureen & Ben	2016	International Journal Modern Education and Computer Science	Nigeria	Virtual Examination Supervision System
6	Somon et al.	2017	Frontiers in Human Neuroscience	France	Performance Monitoring System
7	Peng	2017	Quality in Higher Education	China	Chinese Supervision System
8	Ismail et al.	2017	Student Conference on Research and Development (SCOREd)	Malaysia	Online Project Assessment and Supervision System (oPENS)
9	Almeatani et al.	2019	International Journal of Interactive Mobile Technologies (IJIM)	UK	Thesis Supervision System Concept Model

No	Authors	Year	Journal	Country	Model Name
10	Elkhateeb et al.	2019	Hindawi Education Research International	Egypt	Mobile Learning System
11	Che Kar et al.	2020	Journal of Physics: Conference Series	Malaysia	Online Project Assessment and Supervision System (oPENS)

Conclusion

As conclude, the research lays the groundwork for future research in this field, since this is the first known study to conduct a comprehensive literature review and identify the various elements that potentially explain differences in study outcomes. The use of a widely available and strong new tool, as well as the use of large data, are the two key contributions of this work, which allow us the ability to grasp the gaps of a supervisory system based agile approach to performance management in higher education institutions.

By combining the perspectives of a large sample of data, the lack of clarity in the literature about the supervision system-based agile approach has been clarified. The findings of this study are extremely important since they establish a baseline of knowledge on the subject. Perhaps significantly, this research was a one of a type, and it has convincer a knowledge gap in the field of supervision system-based agile performance management in higher education institutions.

Considering its merits, this work has several drawbacks that should be mentioned. The study's first goal was to conduct a thorough literature review for a supervision system-based agile approach to performance management in higher education institutions. In the field of performance management in higher education, there may be some differences. As a result, additional research involving different organisations should be carried out.

Another constraint is that the goal of the whole study supervision system is to develop an agile approach to performance management in higher education institutions, and it is not a well-known subject in management. A study of another area of organisational performance management, which is more well-known, may yield different results. Because all databases are aiming for a supervisory system-based agile approach to performance management in HEIs, stakeholders must be able to comprehend why as well as how the study is needed.

Employers, employees, academicians, and researchers can use the findings of this study to investigate the importance of a supervision system-based agile approach to performance management in achieving organisational goals. However, empirical information on the supervision system-based agile approach to performance management in higher education institutions is limited. As a result, there are various areas where this work builds on previous research and adds to the body of knowledge in the field of organisational management.

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