goTNA User Manual
EMPLOYEE ACCESS
For goTNA Version 1.0

March 2011

CONTENTS

1. BEFORE YOU BEGIN

TRADEMARK AND LICENSES

goTNA is a registered trademark and you may use this product subject to the terms and conditions by Strategic Corporate Alliance Sdn Bhd.

The goTNA software included within this product is subject to Software End User License Agreement (EULA) which is signed upon purchase of the software.

Please visit our website at www.gotna.com or contact our commercial representative for further information.

2. SYSTEM ACCESS MODE

The system is accessible through three different modes:

No	Mode	Remark
1.	**HR Access** Suggested link: http://www.website.com/hr Note: the actual link may be different depending on the installation.	This access is limited to HR only. Each user that can have access to this mode should be assigned with unique Username to access the system. However, HR may at its own discretion create user access to non-HR employees for the purpose of delegating tasks. The HR access however is not designed to be accessible by non-HR employees.
2.	**Employee Access** Suggested link: http://www.website.com/staff Note: the actual link may be different depending on the installation.	This access is dedicated to all employees in the organization. Each employee that can have access to this mode should be assigned with unique Username to access the system.
3.	**Training Provider Access** Suggested link: http://www.website.com/trainer Note: the actual link may be different depending on the installation.	This access is dedicated to all registered training providers for the organization. Each training provider that can have access to this mode should be assigned with unique Username to access the system.

3. INTRODUCTION TO GOTNA CYCLE

	Stages in goTNA goTNA comprises of five TNA cycles. Each cycle will have its own features and function and the cycles are dependent on each other. The cycles are as follow: • Identify • Analyze • Design • Execute • Monitor
	Identify Stage The identify stage is where every employee is defined and developed in the system. This stage will allow organizations to acquire, gather and keep a comprehensive information about an employee.
	Analyze Stage The analyze stage is where organization can gather information for the purpose of making analysis. Some portion of the gathering information for the purpose of analysis is already been done in the identify stage. This analysis can then be used to determine what the most relevant trainings for each employee are.
	Design Stage The design stage is where a training need is accessed and identified. Each employee will then be assigned with relevant training program based on their competency level as well as organization's direction at any given period. The most important outcome in this stage is Training Calendar.
	Execute Stage Execute stage is where each training program which was planned earlier. All the pre-training activities and immediate post-training activities are carried out during this stage.
	Monitor Stage Monitor stage is where the effectiveness and level of the competencies of the affected employees are monitored and assessed. This will give room to prepare for further development of each employee.

Our solution – the goTNA system is designed and built around the Training Need Analysis environment which addresses employee competency development. The highlights of these components are:

1. **Employee Profile** – this will include Employment Information, Employment History, Education History and Training History
2. **Employment Expectation** – the ability to track how employee should perform using any combination of Key Result Area (KRA), Key Performance Indicator (KPI) and/or Job Description (JD)
3. **Employee Assessment** – The ability to perform assessment based on existing Employee Expectation on-the-fly or using custom built assessment questionnaire targeted to Self, Peer, Superior and Subordinate
4. **Performance Gap Analysis** – The ability to evaluate and analyze Performance Gap based on Expected Performance and Actual Performance
5. **Training Area** – A mechanism used by the system to systematically and automatically suggest specific training program whenever an employee encounter specific performance problem which will allow any organization to develop training calendar tailored to specific employee.
6. **Suggested Remediation** – the ability to automatically suggest the specific training program for any performance problem.
7. **Training Efficiency** – the ability to track and monitor efficiency of training program based on Training Assessment on Participant, Content, Trainer and Training Material.
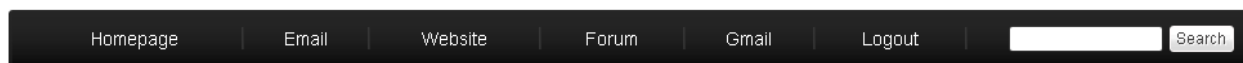
4. SYSTEM NAVIGATION
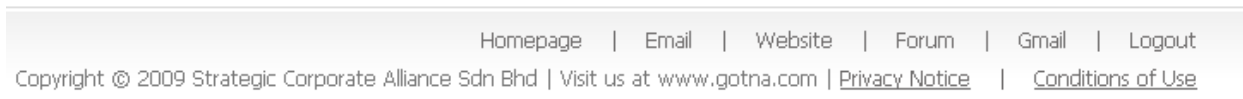
EMPLOYEE ACCESS MODE

User Information

This information will be shown once an employee login to the system. A picture of the employee will be shown if the employee has a picture defined. Otherwise, a No Photo will be shown.
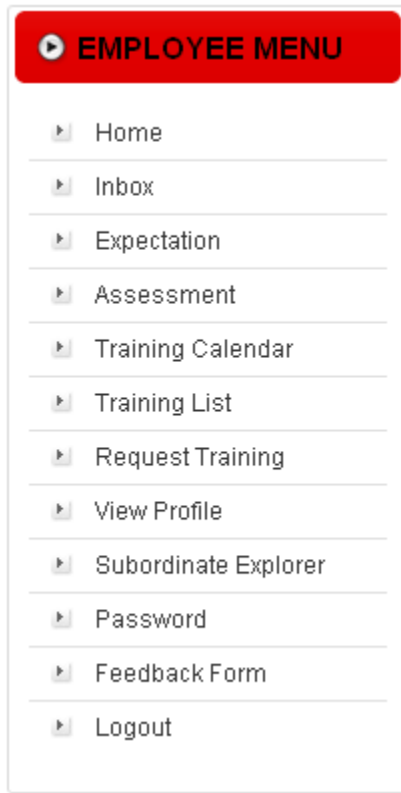
Top Menu

The Top Menu is the main navigation for this system. The Top Menu can be changed or configured via HR Access.
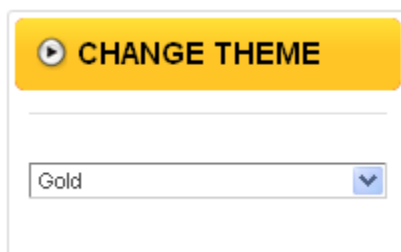
Bottom Menu

The Bottom Menu is the same as the Top Menu. However, there are additional links at the Bottom Menu which is reserved by Strategic Corporate Alliance.

Left Menu

The Left Menu is where most of the common links are found. Use this menu to navigate through the system.

Change Theme Menu

Theme can be changed at any point by selecting any one of the drop-down option. See the Change Theme section at the end of this document for further information.

5. EXPECTATION

Expectation is the Employer Expectation towards its employees. There are a number of expectations that an employee can have:

- **Self KRA** – Key Result Area assigned to specific employee.
- **Team KRA** – Key Result Area assigned to the Team an employee belongs to.
- **Self KPI** – Key Performance Indicator assigned to specific employee.
- **Team KPI** – Key Performance Indicator assigned to the Team an employee belongs to.
- **JD** – Job Designation assigned to specific employee.

These expectations are optional. That means, the expectations are only visible when it is assigned to the employee.

EXPECTATION

Access Point
• Expectation
• Expectation > Summary
• Expectation > KRA
• Expectation > KPI
• Expectation > JD

SUMMARY LISTING

This summary page shows the summary of expectations assigned to the employee. From here, employee can directly go to the specific areas using the links provided.

KRA

This list shows the specific KRA elements assigned to the employee. By default KRA for Self is shown. If an employee belongs to a team, the list of the team will be shown and selecting the team will in turn show the KRA elements for the team.

KPI

This list shows the specific KPI assigned to the employee. By default KPI for Self is shown. If an employee belongs to a team, the list of the team will be shown and selecting the team will in turn show the KPI for the team.

JD

No:	Code:	Description :
1	JDM004	Bank reconciliations
2	JDM003	Cashbook updating
3	JDM002	Clock-in dan clock-out
4	JDM006	Close Office
5	JDM001	ERP Updating

This list shows the specific Job Description assigned to the employee.

6. ASSESSMENT

Assessment is a mechanism for which employee performance and competency can be monitored and measured. The assessment provided by the system covers:

- **Self Assessment** – The assessment by which an employee need to assess own performance and competency.
- **Peer Assessment** – The assessment by which an employee need to assess peer performance and competency. Peers for every employee are defined by Superior or HR.
- **Superior Assessment** – The assessment by which and employee need to assess performance and competency of the subordinate. The reporting structure for the employees are defined by the HR.

Once an assessment is ready to be taken, it will be visible in the Inbox from which the employee can see the link. Clicking the link signify taking the assessment.

INBOX

Access Point
- Inbox   - Inbox > Assessment Name   - Assessment   - Assessment > Result Detail   - Assessment > Print

INBOX LISTING

The Inbox showing assessment ready to be taken.

TAKE ASSESSMENT

The screen shows the Assessment that is available. The top portion show the summary information about the assessment. The Status of the assessment will remain OPEN until all questions are answered. That means, user can answer halfway and save the answer. Then later, user can redo the assessment, continuing where the assessment was last left off.

RESULT DETAIL

The screen shows the result of the assessment. The format of the Result is very similar to the assessment when it was taken. The difference is that it show the answer with some analysis including the Response, Gap and Weight.

Weight or Weightage will contribute how system calculates the Suggested Training Participant. What this means is that the more an employee cumulate weight for specific Training Area, the highly likely the employee will be suggested to become participant for Training Program in the specific Training Area.

Weight is measured as either 0, 1 or 2. Ideally, the more weight will indicate performance or competency problem and should be sent to appropriate training to address the competency.

PRINT

ASSESSMENT RESULT

Assessor: SCA0151 - KAMAL ARIF MAZ BIN MASNAN
Subject: **SCA01021 - RIDZUAN AZIZ**
Assessment: KRA Middle Mgt Assessment
Type: PEER
Period: 03 Nov 2009 - 10 Nov 2009
Status: **COMPLETED**
Note: Please fill in the assessment the best you can.
Instruction: You have to complete answering all questions for this assessment within the specified period.

KRA - LEADERSHIP(INTEGRITY)

1   On Respect - View opposing parties as equal partners in terms of their right to express their own viewpoints
    Rate 1 to 6: **Answered = 1, Gap = 5, Weight = 2**
    Training Area:

2   On Respect - Able to accept and appreciate the difference of others
    Rate 1 to 6: **Answered = 2, Gap = 4, Weight = 2**
    Training Area:

The screen shows the Assessment Result in a Pop-up window where it shows the printable assessment result.

7. TRAINING

Training is one of the most important element in the whole TNA lifecycle. A good training is the one that should give impact on future employee performance and competency thereby improving productivity and organizational performance in general.

TRAINING

Access Point
• Training Calendar
• Training Calendar > Request Training
• Training Calendar > Request List
• Training Calendar > Training List
• Training Calendar > Training Code
• Training Calendar > Training History Code
• Training List
• Training List > Request Training
• Training List > Request List
• Training List > Training Calendar
• Training List > Training Code
• Training List > Training History Code
• Training Request
• Training Request > Request List
• Training Request > Training List
• Training Request > Training Calendar
• Training List/Calendar > Training Details
• Training List/Calendar > Training Details > View Training
• Training List/Calendar > Training Details > View Participant
• Training List/Calendar > Training Details > View Material
• Training List/Calendar > Training Details > Assessment
• Training List/Calendar > Training History Detail
• Training Request > Request List
• Training Request > Request List > Request Detail

TRAINING CALENDAR

The above screen shows the employee Training Calendar for a specific year. The top portion shows the number of employee training programs for each month in the specified year. Selecting the month name in this section will cause the calendar to display the daily training program for the selected month.

This training program displayed in the calendar is in the form of training code. Mouse-over the training code will cause the system to show more information about the training beside the mouse. Click the training code will show the training detail (see Training Detail).

TRAINING LIST

The screen shows two listings:
- **Training Program** – The list of Training Program for the employee. Click on the Training Code for the details Training Program.
- **Training History** – The list of Training History for the employee. Click on the Training History Code for the detail Training History.

Click on the Year drop-down to switch to specific year and the list will show relevant training for the selected year. The default year selected is the current year.

TRAINING DETAIL

The training detail show the detail information regarding the training program. To see other information regarding the training, click on the tab at the top.

TRAINING PARTICIPANT

The screen shows the list of participant of the training program. To see other information regarding the training, click on the tab at the top.

TRAINING MATERIAL

The screen shows the list of the training material for the training program. Click on the link in the list to view the document. To see other information regarding the training, click on the tab at the top.

TRAINING HISTORY DETAIL

The screen shows the detail information of the training history for the employee. Training history is a record for training program conducted prior to the use of this system or training attended in the prior organizations.

REQUEST TRAINING

This form will allow employee to request the training program online. The above form shows when the training program selected is NEW, which means that such training program is not available in the system. In this case, employee need to enter as much information as possible before submitting to ensure smooth verification and approval process.

The form items for NEW Course Type are:
- Course Status – select ATTENDED if the course is already attended when sending the request or TO ATTEND if the course is a future training
- Course Code – the code for the course. This code can be obtained by the Training Provider.
- Course Name – the Course Name
- Start Date and End Date –select the date by clicking the [19] button
- Start TIme and End Time – choose the time from the dropdown selection
- Certification – enter the Certification Name if any
- Location – specify the location of the course
- Training Provider – specify the Training Provider for the course
- Course Fee – specify how much is the fee per participant
- Hours – specify the number of training hours – 1 day = 8 hours

- Justification – specify in detail the reason why HR should approve the training request

Click Continue button to submit the request.

The above screen shows the Training Request Form based on EXISTING training program. In this case, employee needs to select from the list of available training program.

The form items for EXISTING Course Type are:
- Course Status – select ATTENDED if the course is already attended when sending the request or TO ATTEND if the course is a future training
- Course– select from the course dropdown
- Justification – specify in detail the reason why HR should approve the training request

Click Continue button to submit the request.

REQUEST LIST

No:	Course:	Dates :	Location:	Request Date:
1	**Pencegahan Kebakaran**	15 Oct 2009 - 16 Oct 2009	Balai Bomba Petaling Jaya	13 Oct 2009 12:00:00 AM
2	**Reiki LVT**	22 Jul 2009 - 25 Jul 2009	Baitulummah Office, Puchong	13 Oct 2009 11:01:07 AM
3	**Customer Service Orientation**	01 Jan 2010 - 05 Jan 2010	Head Office	13 Oct 2009 10:47:53 AM
4	**Peningkatan Produktiviti**	06 Oct 2008 - 10 Oct 2008	Head Office	13 Oct 2009 02:02:18 PM
5	**Pengurusan Mesin Pengisar**	13 Oct 2009 - 16 Oct 2009	Bandar Sunway	13 Oct 2009 02:49:18 PM
6	**Pengurusan Kewangan Level 2**	13 Oct 2009 - 16 Oct 2009	Kampung Melayu Subang	13 Oct 2009 04:31:25 PM
7	**Team Building - Together We Stand**	04 Dec 2009 - 05 Dec 2009	Selesa Hill Resort, Bukit Tinggi	03 Nov 2009 03:14:34 PM
8	**Kepimpinan Cemerlang**	27 Oct 2009 - 30 Oct 2009		19 Nov 2009 01:09:14 PM
9	**Team Building - Together We Stand**	22 Jul 2009 - 25 Jul 2009	Ulu Yam, Selangor	14 Dec 2009 05:27:11 PM

The above screen shows the list of requested training program along with the Status. Click on the Course Name to view the detail Training Request.

8. PROFILE

Profile is the information about the employee. This information is divided into the following sections:

- Profile
- Employment
- Education
- Document

PROFILE

Access Point
• Profile • Profile > Profile • Profile > Employment • Profile > Education • Profile > Document

EMPLOYEE PROFILE

▶ Profile		Profile	Employment	Education	Document

Your profile detail	
Employee Name :	KAMAL ARIF MAZ BIN MASNAN
Employee Number :	SCA0151
Position :	N54
Job Group :	High Management
Division :	Corporate
Job Designation :	Operator
Department :	Human Resource
Report to :	
New IC/MyKad :	730306105193
Email :	kamal@baitulummah.com
Mobile Phone :	0192242626
Office Phone :	
Birth Date :	06 Mar 1973
Address :	E2-209, Apt Sri Pelangi, Jalan Bumi U5/137, Seksyen U5, 40150 Shah Alam, SGR, MY

The screen shows the personal information and employment information of the employee.

EMPLOYMENT

The screen shows the employment history of the employee.

EDUCATION

The screen shows the education history of the employee.

DOCUMENT

The screen shows the list of documents associated with the employee. Click on the link to view the document.

9. SUBORDINATE

Subordinate is a feature to allow employees to see their subordinate. The system will automatically detect the subordinate structure based on the reporting structure defined in the system.

SUBORDINATE EXPLORER

Access Point

- Subordinate Explorer
- Subordinate Explorer > Subordinate
- Subordinate Explorer > Detail
- Subordinate Explorer > Employment
- Subordinate Explorer > Education
- Subordinate Explorer > Document
- Subordinate Explorer > Training Calendar
- Subordinate Explorer > Training Calendar > Training Code
- Subordinate Explorer > Training Calendar > Training Code > Detail
- Subordinate Explorer > Training Calendar > Training Code > Participant
- Subordinate Explorer > Training Calendar > Training Code > Material
- Subordinate Explorer > Training Calendar > Training History Code
- Subordinate Explorer > Peer
- Subordinate Explorer > KRA
- Subordinate Explorer > KPI
- Subordinate Explorer > JD

SUBORDINATE

The screen shows the list of subordinates or employee reporting to selected employee. The list is shown in two levels:

- First level shows the employee reporting to selected employee
- Second level shows the employee reporting to the first level

Click on the Employee ID to switch to the selected employee. Click on the Reporting Line (if any) to go back to the top level employee.

DETAIL

The screen shows the details of the selected employee.

EMPLOYMENT

The screen shows the list of Employment History for the selected employee.

EDUCATION

The screen shows the Education History of the selected employee.

DOCUMENT

The screen shows all the documents for the selected employee. Click on the link to view the document.

TRAINING CALENDAR

Training Calendar

The screen shows the Training Calendar for the selected employee.

The calendar is divided into two sections:
- Yearly Summary – the top portion where it lists out the number of trainings summary for each month throughout the selected year. Click on the desired month in this section to see the monthly calendar
- Monthly Summary – the bottom portion where it lists out the Training Code for all the available training in the selected month. The color coding for the Training Code is for:
  - Black – Training History
  - Yellow – Training Program

Click on the Training Code to view the details of the Training Program.

Training History Detail

Employee Training History Detail

Employee Training History details: Back to **KAMAL ARIF MAZ BIN MASNAN Profile** or **Calendar**.

Code :	PSC5002
Course Title :	Personal Confidence Builders
Start Date :	07 Oct 2009
End Date :	15 Oct 2009
Training Hours :	8
Description :	Interpersonal Skills

The screen shows the details of Training History of the selected employee. Click on the Employee Name or the Calendar link to go back to previous screen.

Training Detail

Employee Training Details

Back to **KAMAL ARIF MAZ BIN MASNAN Profile** or **Calendar**.

View Training	View Participant	View Materials	Assessment

Course Code:	**PSC0034**	Course:	**Pengurusan Kewangan Level 2**
Dates:	**13 Oct 2009 - 16 Oct 2009**	Type:	**Classroom Training**
Provider:	**Strategic Corporate Alliance**	Location:	**Kampung Melayu Subang**

Code :	PSC0034
Course :	Pengurusan Kewangan Level 2
Training Type :	Classroom Training
Start Date :	13 Oct 2009
End Date :	16 Oct 2009
Start Time :	
End Time :	
Certification :	
Location :	Kampung Melayu Subang
Training Provider :	Strategic Corporate Alliance
Remark :	Trainer: SCA Tempat: Port Dicksona

The screen shows the details of Training Program of the selected employee. Click on the Employee Name or the Calendar link to go back to previous screen.

Training Detail – Participant

The screen shows the details of Training Participant of the selected employee. Click on the Employee Name or the Calendar link to go back to previous screen.

Training Detail – Material

The screen shows the details of Training Material of the selected employee. Click on the Employee Name or the Calendar link to go back to previous screen.

PEER

Peer Listing

The screen shows the list of peers for selected employee. Only a superior can define peers for the subordinate. An employee cannot define his own peer.

Add Peer

The screen shows the form to add peers for selected employee. Up to five peers can be added per form. Click on the 🗏 to select target employee.

The screen shows the pop-up screen to select existing employee. Employees can be searched using Employee ID, Full Name of Department Code. Once the target employee is found, click on the Employee Link to make selection. The pop-up window will be closed automatically once selection is completed.

Delete Peer
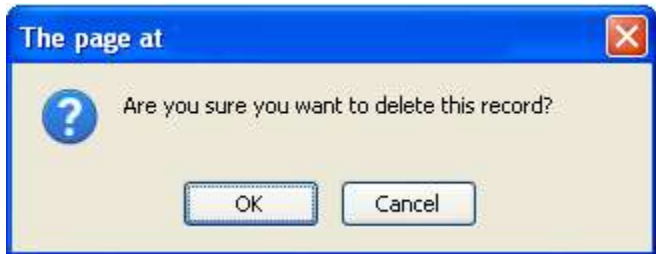
Clicking on the delete link in the Peer Listing will delete the selected peer definition. The system will prompt whether or not to continue. Click OK to confirm and Cancel to Cancel.

KRA

Key Result Area

| Subordinate | Detail | Employment | Education | Document | Training Calendar | Peer | KRA | KPI | JD |

Name : **KAMAL ARIF MAZ BIN MASNAN**
Position : **N54**
Designation : **Operator**
Job Group : **High Management**
KPI : **Sales Executive**
Mobile : **0192242626**
Gender : **Male**

Emp ID : **SCA0151**
Division : **Corporate**
Department : **Human Resource**
Report To :
Email : **kamal@baitulummah.com**
Office :
Ethnic : **Malay**

Reporting Line:

Employee Key Result Area: **High Management**

KRA for Self

No:	Component:	Value :	Element:
1	Leadership (Integrity)	On Respect	Treat people with courtesy and honesty
2	Leadership (Integrity)	On Respect	Listen to others before expressing your viewpoint
3	Leadership (Integrity)	On Respect	Encourage others to express opinions and ideas
4	Leadership (Integrity)	On Responsibility	Duty or obligation to satispactory perform or complete a task, and which has a consequent penalty for failure
5	Leadership (Integrity)	On Responsibility	Monitor and maintain high quality of work
6	Leadership (Integrity)	On Responsibility	Able to be trusted and reliable
7	Leadership (Integrity)	On Responsibility	Take pride and value in the quality of work
8	Leadership (Integrity)	On Responsibility	Foster the understanding of the company mission with staff, customers and the community
9	Leadership (Integrity)	On High Ethic	Maintain high degree of ethical prefessional/ business standards
10	Leadership (Integrity)	On High Ethic	Take responsibility for own mistakes; does not blame others
11	Leadership (Integrity)	On High Ethic	Punctual and reliable
12	Leadership (Integrity)	On High Ethic	Consistently choose and ethical course of action for workplace behavior

The screen shows the list of KRA items for the selected employee. Click on the dropdown item to switch between Self KRA and Team KRA (if any). The default view if KRA for Self.

KPI

The screen shows the list of KPI items for the selected employee. Click on the dropdown item to switch between Self KPI and Team KPI (if any). The default view if KPI for Self.

JD

The screen shows the list of Job Descriptions for the selected employee.

10. PASSWORD

Password is the main security feature that control who is the authorized access for a specific account. Every employee should have their own Password. The Password should be changed regularly to prevent unauthorized access.

PASSWORD

Access Point
• Password

CHANGE PASSWORD

To change the Password, enter the Current Password and then the New Password twice and click Continue button to change the Password.

11. FEEDBACK

Feedback is a mechanism where employee can communicate with HR. Use this feature to send message to HR for their further action.

FEEDBACK

Access Point
• Feedback
• Feedback > Previous Feedback

FEEDBACK FORM

The screen shows the Feedback Form. The form items are:
- Feedback Type – choose from the dropdown selection
- Description – specify the message to be sent to HR

Click Continue button to submit the Feedback Form.

PREVIOUS FEEDBACK

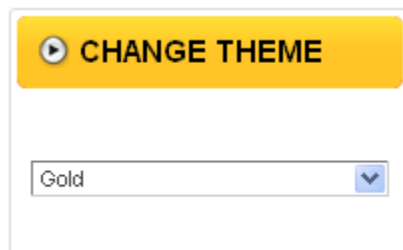The screen shows the list of feedback sent by the employee.

12. CHANGE THEME

Theme is how the system control the viewing format. The available choices of theme are to serve various user preferences.

CHANGE THEME

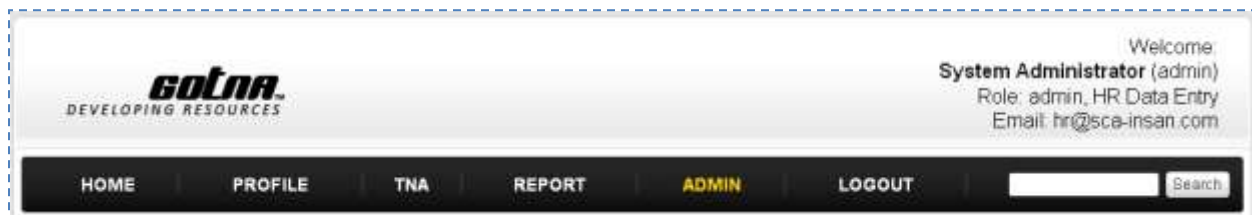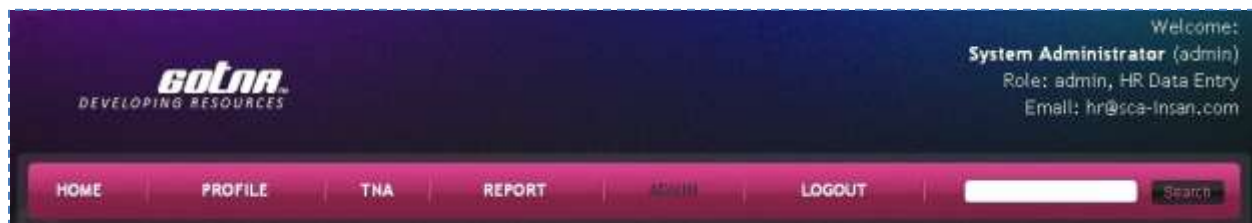| Access Point |
| --- |
| Home > Change Theme Profile > Change Theme TNA > Change Theme Report > Change Theme Admin > Change Theme |

Upon login, the default theme is Gold.

Click on the available choice in the Theme dropdown to change from on Theme to another.

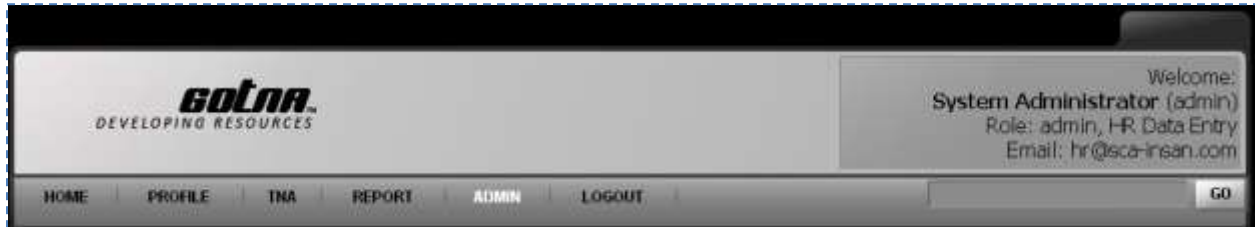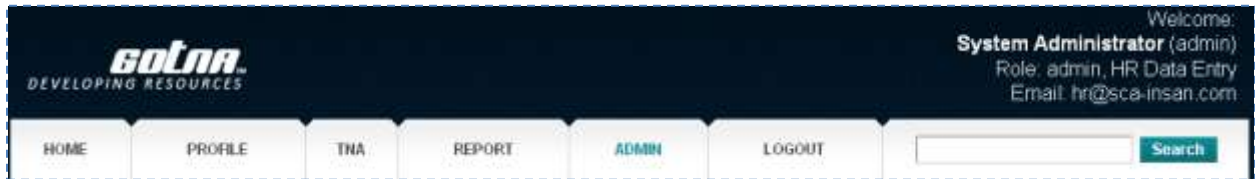### Gold Theme

Purple Theme

Black & White Theme

Blue Theme

Shade Theme