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## **FBM INSIGHTS**

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# **A SNAPSHOT OF HIGH-PERFORMANCE ORGANIZATION (HPO)**

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## **INTRODUCTION**

In creating and sustaining a growth of organization, many issues are discussed at all levels, either the lower level in the organization, middle or even at the highest level of management in the organization. The success of the organization is definitely the interest of all employees as it has direct impact towards the employees' career, rewards and satisfaction level. The interest and concern have led to the discussion on the High Performance Organization.

### **What is High Performance Organization**

High Performance Organization (HPO) is a conceptual framework for organizations to lead, improve and sustain organizational performance. As mentioned by Rojien et al., (2017), the characteristics of HPO will show and direct on how an organization would be able to achieve better results as compared to its competitors. The same was pointed by Thorthon (2020) where he mentioned that a HPO would have better result and outputs which reflect in high revenue and profits, higher rates of customer satisfaction, high demand in investment, high employee retention, lower turnover rates and higher employee engagement.

It is also highlighted that a HPO is an organization which is able to adapt to the changes and continuously work on improving its core competencies.

### **Who and what creates High Performance Organization?**

A HPO is easily spot; nevertheless, to create one is a challenge (Remy, 2015). In creating a High-Performance Organization, everyone who is in the organization has a role to play. Nevertheless, it starts with the leadership in the organization itself.

It was mentioned that leaders need to cascade the direction as well as the strategy which they have created for everyone in the organization.

Leaders need to be transparent in all decisions, strategies and operational metrics and performance measurement in the organization. This is important as it will give a broad idea which will allow the employees to appreciate the strategies created. Besides, top management together with the line leaders and the employees need to align all activities and work process to the strategy and objective of the organization itself (Remy, 2015).

Likewise, the ability to focus on critical goals and adapt to changes, are among the many attributes which a high-performance organization needs to have.

As for leadership style, Mustadza (2020) mentioned that leaders need to allow and create a work environment which fosters and encourages creativity as well as empowerment. Therefore, an autocratic leadership style is not advisable as it will hinder employee from thinking differently. Laissez-faire leadership style is also not recommended to be implemented in HPO as employees need constant guidance and motivation just to ensure that all employees are running on track heading to the organizational objectives (Mustadza, 2020).

In addition to that, employees need to take the responsibility to understand and appreciate their contribution to the work processes in the organization. This would create ownership towards the organization. Besides, employees are required to be both resilient and flexible (André de Waal, 2013). Similarly, employees need to be curious always and find ways on how to improve their contribution to the organization. In an overall, all employees need to have the winning spirit and a corresponding behavior as this would allow employee to be alert and respond to changes better (Stoppelenburg, 2016).

## CONCLUSION

In a nutshell, High Performance Organization depends heavily on the contribution of employees in the organization. This can be achieved if everyone plays their role effectively and efficiently. Therefore, respect and trust among members in the organization are indeed a must as they will lead to the feeling of ownership and sense of responsibility among employee. Employees who experience this feeling would definitely find ways on how to improve the productivity or output of the organization.

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