

ANNEX II: PUBLIC SERVICE INDIVIDUAL BALANCED SCORE CARD

INDIVIDUAL BALANCED SCORECARD TOOL			
COMMITMENTS			
<ul style="list-style-type: none">• <i>Government commits to provide resources to facilitate the Officer to meet his/her Performance Objectives and respective Targets.</i>• <i>Government commits to ensure timely release of resources as per the Annual Work Plan</i>• <i>Government commits to provide an enabling environment for proper execution of tasks.</i>• <i>The Public Officer commits to ensuring that there is effective service delivery as far as the service standards of his/her roles are concerned.</i>• <i>The Public Officer commits to observe the Professional Code of Conduct and the Public Service Code of Conduct and Ethics.</i>			
SECTION 1: SUPERVISEE AND SUPERVISOR PARTICULARS			
SUPERVISEE PARTICULARS		SUPERVISOR PARTICULARS	
Employee No.		Employee No.	
Name		Name	
Job Title		Job Title	
Salary Scale:		Salary Scale:	
Year of Planning and Review			

SECTION 2: BSC STRATEGIC ELEMENTS						
MANDATE						
VISION						
MISSION						
GOAL						
NATIONAL DEVELOPMENT PLAN PROGRAMMES						
DEPARTMENTAL MANDATE						
STRATEGIC OBJECTIVES						
SECTION 3: PERFORMANCE PLAN AND PERFORMANCE APPRAISAL						
PERSPECTIVES	Performance Objectives	Actions/Activities	Expected Results	Key Performance Indicator	Score	Comments on actual performance
STAKEHOLDERS/CLIENTS% (List of clients/stakeholders)	Objective 1 (..%)					
	Objective 2 (..%)					
	Objective 3(..%)					
FINANCIAL%	Objective 1 (..%)					
	Objective 2 (..%)					

	Objective 3(..%)					
INTERNAL PROCESSES...%	Objective 1 (..%)					
	Objective 2 (..%)					
	Objective 3(..%)					
MDA/LG CAPACITY%	Objective 1 (..%)	•				
	Objective 2 (..%)	•				
	Objective 3(..%)	•				
TOTAL SCORE OUT OF 80%						

DEFINITION OF PERFORMANCE SCORES		
PERFORMANCE LEVEL	DESCRIPTION	ELIGIBILITY
5	OUTSTANDING	The Officer has achieved 100% (Overall performance, including Core Values)
4	VERY SATISFACTORY	The Officer has achieved 80% to 99% (Overall performance, including Core Values)
3	SATISFACTORY	The Officer has delivered 60% to 79% (Overall performance, including Core Values)
2	MODERATE	The Officer has performed 50% to 59 % (Overall performance, including Core Values)
1	UNSATISFACTORY	The Officer has achieved 1% to 49% (Overall performance, including Core Values)
0	VERY UNSATISFACTORY	The Officer has achieved 0% (Overall performance, including Core Values)

SECTION 4: PERFORMANCE APPRAISAL - BEHAVIORAL ASSESSMENT				
General behavioral attributes		Description	Score	Comments with justification
	Core Competency No.1			
	Core Competency No.2			
	Core Competency No.3			
	Core Competency No.4			
	Core Competency No.5			
	Core Competency No.6			
	Core Competency No.7			
Total score				
Overall Score (Section 3 and 4)				
Performance level				

SECTION 5: PERFORMANCE IMPROVEMENT PLAN (To be completed by the Supervisor after a joint discussion to identify the competences and skills that the Supervisee requires to improve performance.)			
Identified Performance Gap	Support offered to improve performance	Agreed Action	Time Frame

SECTION 6: COMMENTS
Supervisee's Comment:

Name, Signature & Date:

1st Level Supervisor's Comment:

Name, Signature & Date:

2nd Level Supervisor's Comment:

Name, Signature & Date:

Responsible Officer's Comment:

Name, Signature & Date:

ANNEX III: PERFORMANCE REVIEW TEMPLATE

Performance Objective	Actions/Activities	Progress on implementation of required action	Current Statistics on achievement of KPIs	Comments and recommendation for improvement

Name, Title & Signature of Supervisee Date

Name, Title & Signature of Supervisor Date

ANNEX IV: PEER REVIEW QUESTIONNAIRE

Please answer the questions thoroughly and truthfully

Name of Officer under review.....

Date

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Ratings definitions

0	Never	1	Rarely	2	A few times	3	Averagely	4	Most of the times	5	Always
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Circle the number that most accurately describes the conduct of the officer.

Please note that NE (Not Evaluated) is applicable where the evaluator has no firsthand knowledge of the Officer or has not interacted with the individual in that area

RATINGS		1	2	3	4	5	NE
1.	Behaves in a manner that is consistent with the Organization's Vision, Mission and values						
2.	Is viewed as a person of integrity by co- workers						
3.	Has attitude of helpfulness towards co-workers						
4.	Complies with government policies and procedures						
5.	Is professional and courteous when communicating with workers						
6.	Represents the Organization in a positive manner when communicating with clients						
7.	Follows through with tasks and responsibilities in an appropriate and timely manner						
8.	Demonstrates respect for workers and ideas of others						
9.	Is willing to accept responsibility for his or her own actions						
10.	Is some one that you feel would make an effective supervisor						

Name and signature of the Reviewer.....

ANNEX V: SCHEDULE OF DUTIES

Name of Officer	
Title and Salary Scale	
Name and title of Supervisor	
Names and titles of supervisees	
Job summary/ purpose	
Key Results Areas/ Duties/ Responsibilities	•
Outputs	•
Activities	•
Clients/ People the Officer relates with in execution of his/her duties	•

Reporting arrangements	<ul style="list-style-type: none"> •
Guiding documents in execution of duties	<ul style="list-style-type: none"> •