



Vision: "A High Performing and Competent Public Service providing high quality public service to the Public"

Mission: "To Provide and administer the Human Resource framework which promotes a high skilled workforce that enables Ministries and Agencies to deliver their quality services to the people"

P.O Box 68, Ph: (686) 21-611, Fax: (686) 21-145; Website: www.pso.gov.ki

MEMORANDUM

From:	Secretary, PSO	To:	All Secretaries Attorney General, AGO Auditor General, KNAO Ag. Commissioner of Police, KPS Chief Registrar, Judiciary
File ref:	21/109	Att:	
Date:	5 August, 2011	cc:	Secretary to Cabinet

Staff Performance Assessment

I write to remind all of the need to submit the above reports of each employee in your various Ministries and offices.

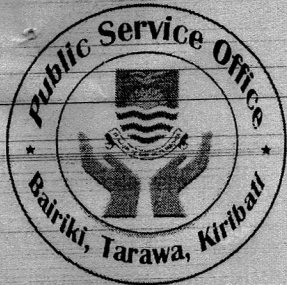
As was stressed in past Secretaries meetings, regardless of format, whether any version of the old ACR or the new SPR, it is important that all staff assessments are ready and submitted to PSO, by the agreed date of end June 2011. To date, this office has received submissions from ME (779), MELAD (105), MFED (88), MISA (85), MPWU (31), MHMS (19) and PSO (20). Whose total is well below 50% of the size of the current public sector

It may be recalled that very early this year, there was an outcry of poor delivery in the public service that permeated its way to our political masters who wondered whether members of the civil service are performing as expected or just paying lip services to their customers. There is none to be blamed but Senior Responsible Officers whose different styles of leadership reflect the quality of service their staff offer to the general public.

Although all SROs need to be congratulated for their support towards near-compulsory wearing of ID cards and construction of Suggestion Boxes at most offices, as initial steps towards improving public service delivery, there is still yet more to be done, one of which is regular staff performance reporting, a much stronger indicator or test to ascertain the overall performing rate of the entire public sector.

PSO had commenced inputting overall assessments of individual staff performance and training needs from submitted reports of some Ministries into a database, before disposing them in respective CPFs.

The new database will assist, not only in reporting to the Minister of Public Service or Cabinet on how well the public sector had performed, but will also assist PSO in exercises such as right-sizing the public service, development of human resource gaps and thus place Government in a better position to consider appropriate strategies and development of succession plans to cater



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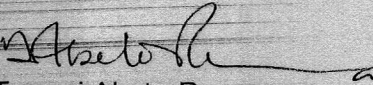
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for retirements and general improvement of public service effectiveness and performance delivery.

Considering the importance of timely staff performance assessments, I would strongly urge those who have not submitted their reports and others who have yet to send their remaining reports, to do so before end of this month.

I would kindly request that this circular is treated as a last remainder to all on the matter,

Thank you in anticipation,


Tererei Abete-Reema
Secretary