

Ministry	State Department	Agency	FAQ	FAQ Answers
Ministry of Public Service, Gender, Senior Citizens Affairs, and Special Programmes	State Department for Performance and Delivery Management	N/A	What is the role of the State Department for Performance and Delivery Management ?	<ul style="list-style-type: none"> • Coordinating institutionalization of performance management in Public Service. • Overseeing performance of Government Ministries, Departments, and Agencies. • Identifying innovative mechanisms for smooth service delivery. • Monitoring implementation of government's priority programs and projects.
Ministry of Public Service, Gender, Senior Citizens Affairs, and Special Programmes	State Department for Performance and Delivery Management	N/A	What are the technical departments and their roles in this State Department?	<p>The following are the technical departments and their roles:</p> <ul style="list-style-type: none"> a) Government Delivery Services Department - Tracking and reporting on government priorities, projects, and programs. Solving challenges and providing interventions. Conducting independent verification of project status. Creating public awareness about progress and achievements through public portal, digital, and print media. b) Public Service Performance Management Department - Coordinating institutionalization. Monitoring and evaluating performance. Ensuring contracting parties meet agreed targets. c) Coordination & Supervision Services Department - Coordinating innovative mechanisms to address challenges. Maintaining service delivery productivity. Identifying and designing innovative measures to overcome service delivery challenges. Coordination of priority programs and projects. Conducting periodic assessments to enhance efficiency and effectiveness.

Ministry of Public Service, Gender, Senior Citizens Affairs, and Special Programmes	State Department for Performance and Delivery Management	N/A	What is Performance Management ?	Performance management is a systematic process aimed at improving organizational results by controlling achievement within a set framework, guided by the Kenya Integrated Performance Management Policy.
Ministry of Public Service, Gender, Senior Citizens Affairs, and Special Programmes	State Department for Performance and Delivery Management	N/A	What is the key Performance Management tool adopted by the Government of Kenya?	A Performance Contract is a negotiated agreement between a government agency and its owner, outlining mutual obligations, intentions, and responsibilities.
Ministry of Public Service, Gender, Senior Citizens Affairs, and Special Programmes	State Department for Performance and Delivery Management	N/A	Why a Performance Contract?	Performance contracts foster a culture of performance and accountability in public institutions, committing officials to meet specified levels and effectively convert tax shillings into goods and services.
Ministry of Public Service, Gender, Senior Citizens Affairs, and Special Programmes	State Department for Performance and Delivery Management	N/A	What are the 12 Generally Accepted Performance Principles (GAPPs) in Government Performance Management ?	<ul style="list-style-type: none"> • Appropriate Performance Measurement System; • Appropriate Performance Measurement Methodology; • Whole-of-Government Coverage; • Accountability from Top-Down; • Explicit and Unambiguous Assignment of Accountability; • Appropriate Incentive System;

				<ul style="list-style-type: none"> • Effective Integration with Human Resource Systems in Government; • Integration with Budget System; • Transparency; • Appropriate Institutional Arrangements; • Effective Communications Strategy; • Strong and Unambiguous Legal Foundation.
Ministry of Public Service, Gender, Senior Citizens Affairs, and Special Programmes	State Department for Performance and Delivery Management	N/A	What is the purpose of the Performance Contracting Guidelines?	Performance Contracting Guidelines assist public institutions in identifying performance indicators, negotiating, vetting, and implementing Performance Contracts (PCs), and evaluating their performance annually.
Ministry of Public Service, Gender, Senior Citizens Affairs, and Special Programmes	State Department for Performance and Delivery Management	N/A	What is Cascading of Performance Contracts?	Cascading of Performance Contracts extends Performance Contracting to all employees and downstream institutions, enabling public institutions to link individual performance to strategic objectives and mandate achievement.
Ministry of Public Service, Gender, Senior Citizens Affairs, and Special Programmes	State Department for Performance and Delivery Management	N/A	Which performance grade qualifies for reward and how can one access the Evaluation Report?	Public institutions receive rewards for achieving an 'Excellent' or 'Very Good' performance grade, as per the Evaluation Report from the State Department's website.
Ministry of Public Service,	State Department for	N/A	Where can one give feedback and	One can give feedback through sending an email to: info@performancedelivery.go.ke ,

Gender, Senior Citizens Affairs, and Special Programmes	Performance and Delivery Management		suggestions related to performance improvement ?	complaints@performancedelivery.gov.ke
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Ministry of Public Service, Gender, Senior Citizens Affairs, and Special Programmes	State Department for Performance and Delivery Management	Institute of Human Resource Management (IHRM)	What are the requirements for one to become a member of IHRM?	IHRM membership requires academic qualifications, HR professional qualifications, and HR working experience. The minimum academic qualification is a Diploma in HR or a first degree with a Higher Diploma in HR coupled with HR working experience as shown in question three.
Ministry of Public Service, Gender, Senior Citizens Affairs, and Special Programmes	State Department for Performance and Delivery Management	Institute of Human Resource Management (IHRM)	How does one become a member of IHRM?	To become a member of IHRM, click the link provided here and key in all the required documents: IHRM Membership Portal . All your certificates must be certified. Your application form will be processed and you will be communicated the outcome within two weeks.
Ministry of Public Service, Gender, Senior Citizens Affairs, and Special Programmes	State Department for Performance and Delivery Management	Institute of Human Resource Management (IHRM)	What are the categories of IHRM membership?	Here are three categories of IHRM membership as follows: <ul style="list-style-type: none"> a) Associate Member – it is an entry level for holder of first degree or diploma in HRM whose HR working experience is below 5 years. b) Full Member – it is for holders of first degree or masters plus HR professional qualification and minimum 5 years working experience. c) Fellow Member – is for Full Members with minimum 15 years of HR working experience and have made substantial contribution to the

				growth of the HR profession in Kenya.
Ministry of Public Service, Gender, Senior Citizens Affairs, and Special Programmes	State Department for Performance and Delivery Management	Institute of Human Resource Management (IHRM)	How long does it take to obtain IHRM membership?	It takes a maximum of 1 – 2 weeks from the time your complete online application of membership on the Membership portal. Use this link: IHRM Membership Portal .
Ministry of Public Service, Gender, Senior Citizens Affairs, and Special Programmes	State Department for Performance and Delivery Management	Institute of Human Resource Management (IHRM)	Are students eligible for IHRM memberships?	IHRM no longer has a student membership category. However, students who have graduated can apply for IHRM membership for consideration at Associate Member category.
Ministry of Public Service, Gender, Senior Citizens Affairs, and Special Programmes	State Department for Performance and Delivery Management	Institute of Human Resource Management (IHRM)	What fee is payable for various categories of IHRM Membership?	<ul style="list-style-type: none"> a) Associate Member – KES 4,000; b) Full Member – KES 4,500; c) Fellow Member – KES 7,000
Ministry of Public Service, Gender, Senior Citizens Affairs, and Special Programmes	State Department for Performance and Delivery Management	Institute of Human Resource Management (IHRM)	How do I pay my membership fee?	All IHRM Payments are done through the E-citizen Paybill Number 222222
Ministry of Public Service, Gender, Senior Citizens Affairs, and Special Programmes	State Department for Performance and Delivery Management	Institute of Human Resource Management (IHRM)	What are the benefits of IHRM membership?	<ul style="list-style-type: none"> a) Advocacy: IHRM champions members' interests, shaping policies and upholding professional standards. b) Recognition: Members gain professional esteem and titles, showcasing dedication to HR excellence. c) Networking: Attend exclusive events for peer, thought

				<p>leader, and employer connections.</p> <p>d) Mentorship: Engage with experienced HR professionals for guidance and knowledge transfer.</p> <p>e) Development: Access continuous learning through webinars, forums, and training sessions.</p> <p>f) Career Support: Receive job referrals and recommendations, affirming institute compliance.</p> <p>g) Community Impact: Participate in outreach and social initiatives through IHRM branches.</p> <p>h) Legal Assistance: Obtain advice on regulations and employment laws for informed decisions.</p> <p>i) Updates: Stay informed on industry news and legislative changes via IHRM publications.</p> <p>j) Perks: Enjoy exclusive discounts on products or services through IHRM partnerships.</p> <p>k) Recognition Programs: Acknowledgment for outstanding HR achievements, fostering excellence.</p>
Ministry of Public Service, Gender, Senior Citizens Affairs, and Special Programmes	State Department for Performance and Delivery Management	Institute of Human Resource Management (IHRM)	What will happen to my employment contract if my membership is not renewed?	You will risk termination of your employment because you are not abiding by the Human Resource Management Professional (HRMP) Act (section 40 and 41) which requires one to be a member of the IHRM.
Ministry of Public Service, Gender, Senior Citizens	State Department for	Institute of Human Resource	How does one obtain a	To obtain a membership certificate, log into the membership portal through IHRM Membership Portal .

Affairs, and Special Programmes	Performance and Delivery Management	Management (IHRM)	Practicing Certificate?	Click apply for practicing certificate and follow the steps.
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