



## INDIVIDUAL APPRAISAL REPORT

PERSONAL DETAILS			
<b>Staff Number:</b>	NLC20150265	<b>Staff Name:</b>	Christine Kyai Mwinza
<b>ID Number:</b>	11186212	<b>Employee E-mail:</b>	christine.kyai@landcommission.go.ke
<b>Appraisal Type:</b>	ANNUAL FINANCIAL YEAR	<b>Appraisal Period:</b>	2023-2024
<b>Terms of Service:</b>	Permanent and Pensionable	<b>Gender:</b>	Female
<b>Work Station</b>	47-Nairobi City County	<b>Job Grade:</b>	NLC9
<b>Dept/Directorate</b>	CC&A	<b>Appraisal Status</b>	Immediate Supervisor Reviewed
<b>Immediate Supervisor:</b>	Sylvia Kore Kanao	<b>Immediate Supervisor Designation:</b>	Principal Corporate Communication Officer
<b>Second Supervisor:</b>	Stephen Kipchumba Chebii	<b>Supervisor Designation:</b>	Principal Advocacy Officer

DEPARTMENTAL OBJECTIVES
To improve Commission's visibility hence the image
To strengthen communication with all stakeholders and build new partnerships
To conduct public education and campaigns on relevant commission programmes and activities
To manage Commission's positive media presence
To effectively communicate internally with staff of the Commission
To strengthen communication with all stakeholders and build new partnerships
To enhance public awareness, targeted media appearances

AGREED PERFORMANCE TARGETS					
Agreed Performance Target	Performance Indicator	Results Achieved	Agreed Actual Results Achieved	Appraisee's Rating	Agreed Rating
Receive, guide and direct visitors to relevant offices.	No of clients registered			0	0
Keep a customer care register	an updated customer care register			0	0
Receiving and redirecting calls	Number of calls answered and redirected			0	0
Organize and conduct NLC customer care service week	No of clients reached			0	0
Distribution of IEC materials	No of IEC materials distributed			0	0
Receive customer complaints and keep a customer complaints register	An updated customer complaints register			0	0
<b>Total Appraisee Score on Performance Targets</b>				<b>0.00</b>	<b>0.00</b>
<b>Mean Appraisal Scores</b>				<b>0%</b>	<b>0%</b>



## INDIVIDUAL APPRAISAL REPORT

APPRAISEE'S COMMENTS ON TARGET SETTING	IMMEDIATE SUPERVISOR'S ON TARGET SETTING
The targets set are realistic and achievable within the financial year.	Please key in target changed or added column and also remarks

APPRAISEE'S COMMENTS ON PERFORMANCE AT THE END OF THE YEAR INCLUDING ANY FACTORS THAT HINDERED PERFORMANCE	IMMEDIATE SUPERVISOR'S COMMENTS ON APPRAISEE'S PERFORMANCE AT THE END OF THE YEAR INCLUDING ANY FACTORS THAT HINDERED PERFORMANCE
I met most of the targets set though with training on the courses requested i can achieve more.	

MID YEAR REVIEW			
Agreed Performance Target	Performance Indicator	Target changed or Added	Remarks

MID YEAR APPRAISEES'S COMMENTS	MID YEAR IMMEDIATE SUPERVISORS COMMENTS
The set targets have not been added or changed and performance is ongoing.	Satisfactory performance

VALUES AND STAFF COMPETENCIES APPRAISAL		
Criteria Cluster	Appraisee's Values and Competencies	Immediate Supervisor Comments

APPRAISEE'S COMMENTS ON VALUES AND COMPETENCIES	IMMEDIATE SUPERVISOR COMMENTS ON APPRAISEE'S ATTRIBUTES/ATTITUDE
I execute my duties with professionalism	

STAFF TRAINING AND DEVELOPMENT NEEDS		
Training & Development Needs	Duration	Type of Training
customer care skill	2 weeks	customer care management
Public Relations	2 weeks	customer care management

APPRAISEE'S COMMENTS ON TRAINING & DEVELOPMENT NEEDS	IMMEDIATE SUPERVISOR COMMENTS ON TRAINING & DEVELOPMENT NEEDS
The courses requested are essential for me improve skills and knowledge.	

SECOND SUPERVISOR COMMENTS AND RECOMMENDATIONS	
Second Supervisor Comments	Second Supervisor Recommendations