



INDIVIDUAL APPRAISAL REPORT

PERSONAL DETAILS			
Staff Number:	NLC20170474	Staff Name:	Vivian Syekonyo Muli
ID Number:	13057076	Employee E-mail:	vivian.muli@landcommission.go.ke
Appraisal Type:	ANNUAL FINANCIAL YEAR	Appraisal Period:	2022-2023
Terms of Service:	Permanent and Pensionable	Gender:	Female
Work Station	47-Nairobi City County	Job Grade:	NLC7
Dept/Directorate	CC&A	Appraisal Status	Approved/Closed/HR
Immediate Supervisor:	Nancy Christine Awere	Immediate Supervisor Designation:	Clerical Officer
Second Supervisor:	Stephen Kipchumba Chebii	Supervisor Designation:	Principal Advocacy Officer

DEPARTMENTAL OBJECTIVES

To ensure effective and efficient support to users.

Create value for money and minimize waste.

To synchronize supply with demands.

Enhanced efficiency in commission services

Effective cost management and efficient internal control systems

AGREED PERFORMANCE TARGETS

Agreed Performance Target	Performance Indicator	Results Achieved	Agreed Actual Results Achieved	Appraisee's Rating	Agreed Rating
From 1st June 2022 to 31st May 2023 - Promptly and effectively manage incoming and outgoing calls.	- Computerized records of at least 1000 incoming and outgoing calls handled promptly and effectively.			0	0
From 1st June 2022 to 30th May 2023 - Ensuring effective communication/information flow within the organization by ensuring that calls and picked promptly, callers are handled courteously and messages are well recorded and forwarded to the rele	Satisfactory client feedback and records of at up to 1000 calls received, routed effectively, 50 - 100 messages forwarded and follow ups made accordingly.			0	0
From 1st June 2022 to 31st May 2023 - Manage the telephone exchange room, assets and report on any faults/incidences to relevant authority.	Number of reports done annually, updated list of assets done at least once annually.			0	0
Supervise cleanliness of the telephone exchange area.	Proof of cleaning of the exchange room at least once daily and as required.			0	0
From 1st June 2022 to 31st May 2023 - Attend at least 2 - 3 of meetings, workshops or trainings as directed by immediate supervisor.	copies of staff attendance lists and minutes of meetings.			0	0



INDIVIDUAL APPRAISAL REPORT

Total Appraisee Score on Performance Targets		0.00	0.00
Mean Appraisal Scores		0%	0%

APPRAISEE'S COMMENTS ON TARGET SETTING	IMMEDIATE SUPERVISOR'S ON TARGET SETTING
The set targets are achievable.	work well done

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

MID YEAR REVIEW			
Agreed Performance Target	Performance Indicator	Target changed or Added	Remarks
From 1st June 2022 to 31st May 2023 - Promptly and effectively manage incoming and outgoing calls.	- Computerized records of at least 1000 incoming and outgoing calls handled promptly and effectively.	No change.	Ongoing - Currently handled over 400 phone calls.
From 1st June 2022 to 30th May 2023 - Ensuring effective communication/information flow within the organization by ensuring that calls and picked promptly, callers are handled courteously and messages are well recorded and forwarded to the rele	Satisfactory client feedback and records of at up to 1000 calls received, routed effectively, 50 - 100 messages forwarded and follow ups made accordingly.	No change	Ongoing - Over 400 incoming calls handled, messages taken and delivered to relevant officers and follow-ups done.
From 1st June 2022 to 31st May 2023 - Manage the telephone exchange room, assets and report on any faults/incidences to relevant authority.	Number of reports done annually, updated list of assets done at least once annually.	No change.	Updated list or inventory done.
Supervise cleanliness of the telephone exchange area.	Proof of cleaning of the exchange room at least once daily and as required.	No change.	Ongoing - cleaning done on daily basis.
From 1st June 2022 to 31st May 2023 - Attend at least 2 - 3 of meetings, workshops or trainings as directed by immediate supervisor.	copies of staff attendance lists and minutes of meetings.	No change.	Ongoing - Attended to 1 directorate meeting.



INDIVIDUAL APPRAISAL REPORT

MID YEAR APPRAISEES'S COMMENTS	MID YEAR IMMEDIATE SUPERVISORS COMMENTS
Achievement is ongoing and therefore immeasurable. I will put in much effort to ensure that i surpass my set targets.	target achieved

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
Am able to come up with quick solutions and work independently.	The officer is reliable

STAFF TRAINING AND DEVELOPMENT NEEDS		
Training & Development Needs	Duration	Type of Training
Customer Care Skills	2 weeks	Public Relations & Customer Care Course
Customer Care Skills	1 week	Asset Management Training

APPRAISEE'S COMMENTS ON TRAINING & DEVELOPMENT NEEDS	IMMEDIATE SUPERVISOR COMMENTS ON TRAINING & DEVELOPMENT NEEDS
The skills are important and will help in my performance.	i recommend the officer to be considered for the training

SECOND SUPERVISOR COMMENTS AND RECOMMENDATIONS	
Second Supervisor Comments	Second Supervisor Recommendations
The appraisee is flexible and reliable on any assigned duties	I recommend the appraisee to be considered for training in the requested areas