



INDIVIDUAL APPRAISAL REPORT

PERSONAL DETAILS			
Staff Number:	NLC20220678	Staff Name:	Fatuma Duba Abdullahi
ID Number:	36201103	Employee E-mail:	fatuma.duba@landcommission.go.ke
Appraisal Type:	ANNUAL FINANCIAL YEAR	Appraisal Period:	2023-2024
Terms of Service:	Permanent and Pensionable	Gender:	Female
Work Station	47-Nairobi City County	Job Grade:	NLC8
Dept/Directorate	CC&A	Appraisal Status	Appraisee Reviewed
Immediate Supervisor:	Sylvia Kore Kanao	Immediate Supervisor Designation:	Principal Corporate Communication Officer
Second Supervisor:	Sylvia Kore Kanao	Supervisor Designation:	Principal Corporate Communication Officer

DEPARTMENTAL OBJECTIVES

AGREED PERFORMANCE TARGETS					
Agreed Performance Target	Performance Indicator	Results Achieved	Agreed Actual Results Achieved	Appraisee's Rating	Agreed Rating
To coordinate management of social media platforms and increasing engagement by December 2023	Number of engagements received on social media	50,000 number of engagement in terms likes, comments and followers across the Commission's social media platforms	100.00	100	150
To develop content and stories for the Commission's activities by December 2023	Number of content and stories created	Developed 80 various content based on the Commission's activities	90	80	120
To coordinate customer relations activities including; customer care week, service charter and design of the reception area by December 2023	Number of customer relations activities carried out	2 out of 4 reception areas branded, Service Charter yet to be launched	100.00	90	150
To handle customer complaints and promote an effective customer handling mechanism for the Commission's image by December 2023	Number of customer complaints received and handled	2000 complaints received through social media and handled	100.00	90	100



INDIVIDUAL APPRAISAL REPORT

To draft concept notes and proposals for the Commission's communication activities by December 2023	Number of concept notes and proposals developed	Developed 10 concept notes/memos for the Communication and Advocacy Department	100.00	90	150
Total Appraisee Score on Performance Targets				450.00	670.00
Mean Appraisal Scores				90%	134%

APPRAISEE'S COMMENTS ON TARGET SETTING	IMMEDIATE SUPERVISOR'S ON TARGET SETTING
Targets achieved	Satisfactory achievement
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
Budgetary constraints hinder achievement of some targets	Inadequate resources and funds were a major factor in attaining most of the targets set

MID YEAR REVIEW			
Agreed Performance Target	Performance Indicator	Target changed or Added	Remarks
To coordinate management of social media platforms and increasing engagement by December 2023	Number of engagements received on social media	Target not changed	60%
To develop content and stories for the Commission's activities by December 2023	Number of content and stories created	Target not changed	60%
To coordinate customer relations activities including; customer care week, service charter and design of the reception area by December 2023	Number of customer relations activities carried out	Target not changed	50%
To handle customer complaints and promote an effective customer handling mechanism for the Commission's image by December 2023	Number of customer complaints received and handled	Target not changed	60%
To draft concept notes and proposals for the Commission's communication activities by December 2023	Number of concept notes and proposals developed	Target not changed	60%



INDIVIDUAL APPRAISAL REPORT

MID YEAR APPRAISEES'S COMMENTS	MID YEAR IMMEDIATE SUPERVISORS COMMENTS
	Satisfactory performance. Aim for even better

VALUES AND STAFF COMPETENCIES APPRAISAL		
Criteria Cluster	Appraisee's Values and Competencies	Immediate Supervisor Comments
Core Competencies	Independence	Very Good - Upto 100%

APPRAISEE'S COMMENTS ON VALUES AND COMPETENCIES	IMMEDIATE SUPERVISOR COMMENTS ON APPRAISEE'S ATTRIBUTES/ATTITUDE
	High level of independence

STAFF TRAINING AND DEVELOPMENT NEEDS		
Training & Development Needs	Duration	Type of Training
Public Relations training	two weeks	Communication and Public Relations management

APPRAISEE'S COMMENTS ON TRAINING & DEVELOPMENT NEEDS	IMMEDIATE SUPERVISOR COMMENTS ON TRAINING & DEVELOPMENT NEEDS
	Please assist the employee with the training requested.

SECOND SUPERVISOR COMMENTS AND RECOMMENDATIONS	
Second Supervisor Comments	Second Supervisor Recommendations