



## INDIVIDUAL APPRAISAL REPORT

PERSONAL DETAILS			
<b>Staff Number:</b>	NLC20150313	<b>Staff Name:</b>	Elizabeth Mundia Wairimu
<b>ID Number:</b>	6107444	<b>Employee E-mail:</b>	elizabeth.mundia@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>	NLC8
<b>Dept/Directorate</b>	CC&A	<b>Appraisal Status</b>	Approved/Closed/HR
<b>Immediate Supervisor:</b>	Stephen Chebii Kipchumba	<b>Immediate Supervisor Designation:</b>	Principal Advocacy Officer
<b>Second Supervisor:</b>	Walter Hesbon Ooko Menya	<b>Supervisor Designation:</b>	Head Corporate Communication and Advocacy

### DEPARTMENTAL OBJECTIVES

To enhance corporate image of the Commission

To promote good corporate governance

improve Visibility

To conduct Public education and Advocacy

Coordination of partnerships and linkages

Manage both internal and external communication

### 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	Received and guided all the visitors to relevant offices	All Commission visitors were received and guided to relevant offices	90	95
Keep a customer care register..	an updated customer care register	Updated and kept the customer care register	Customer care register was updated and well kept	92	98
Receiving and redirecting calls	Number of calls answered and redirected	Received and forwarded all calls to appropriate offices	All Commission incoming calls were well received and directed to relevant offices	92	100



## INDIVIDUAL APPRAISAL REPORT

Organize and conduct NLC customer care service week	No of clients reached	Planned and executed NLC customer care service week	Customer care week was well planned and executed	100	90
Distribution of IEC materials	No of IEC materials distributed	Distributed IEC materials to walk in/walk outs	IEC materials were disseminated to Commission visitors	88	94
Receive customer complaints and keep a customer complaints register	an updated customer care register	Recorded customer complaints	Customer complaints of diverse nature were well received, recorded and handed over for appropriate redress	100	95
<b>Total Appraiser Score on Performance Targets</b>				<b>562.00</b>	<b>572.00</b>
<b>Mean Appraisal Scores</b>				<b>93.67%</b>	<b>95.33%</b>

APPRAISEE'S COMMENTS ON TARGET SETTING	IMMEDIATE SUPERVISOR'S ON TARGET SETTING
Target performance was well set	The target set are SMART and within the workplan

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
over 90% of the target set were achieved,	The target put in place were well achieved

MID YEAR REVIEW			
Agreed Performance Target	Performance Indicator	Target changed or Added	Remarks
Receive, guide and direct visitors to relevant offices.	No of clients registered	Target not changed	Performance is ongoing- there is an updated register of clients who visited the commission for the 1st and 2nd quarter.(approximately 600 clients visited 6th floor offices).
Keep a customer care register..	an updated customer care register	Target not changed.	an up-to-date customer care register available.
Receiving and redirecting calls	Number of calls answered and redirected	Target not changed.	This is done on need basis



## INDIVIDUAL APPRAISAL REPORT

Organize and conduct NLC customer care service week	No of clients reached	Target not changed.	Target achieved fully- developed and printed of customer gift cards, promotional materials and conducted social media advocacy on 2nd to 6th October 2023.
Distribution of IEC materials	No of IEC materials distributed	Target not changed	Performance ongoing- Distributed to walk in clients over 3000 IEC Materials
Receive customer complaints and keep a customer complaints register	an updated customer care register	Target not changed	Performance Ongoing- an up-to-date customer complaint register.

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

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 efficiently and effectively.	The appraisee executes all duties assigned with professionalism

STAFF TRAINING AND DEVELOPMENT NEEDS		
Training & Development Needs	Duration	Type of Training
Customer care skills	2 weeks	Customer care Management Course
Public Relations	4 weeks	technical
Result Based Monitoring and Evaluation	2 weeks	Technical

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..	Training is necessary to motivate the appraisee and improve productivity

SECOND SUPERVISOR COMMENTS AND RECOMMENDATIONS	
Second Supervisor Comments	Second Supervisor Recommendations
Appraisee has settled in well at the customer care desk and has overally exceeded expectations	Appraisee needs training to improve her productivity