



INDIVIDUAL APPRAISAL REPORT

PERSONAL DETAILS			
Staff Number:	NLC20150241	Staff Name:	Mary Irungu Wakonyo
ID Number:	28206215	Employee E-mail:	mary.irungu@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:	NLC8
Dept/Directorate	CC&A	Appraisal Status	Approved/Closed/HR
Immediate Supervisor:	Stephen Chebii Kipchumba	Immediate Supervisor Designation:	Principal Advocacy Officer
Second Supervisor:	Walter Hesbon Ooko Menya	Supervisor Designation:	Head Corporate Communication and Advocacy

DEPARTMENTAL OBJECTIVES

AGREED PERFORMANCE TARGETS					
Agreed Performance Target	Performance Indicator	Results Achieved	Agreed Actual Results Achieved	Appraisee's Rating	Agreed Rating
From 1st June 2022 to 30th May 2023 - Promptly answer all incoming calls and channel to the appropriate officers on daily basis.	- From records, up to 1000 calls handled annually - Satisfactory feedback from both clients and staff.	Promptly answered all incoming calls and channeled them to relevant staff members	100	100	0
From 1st June 2022 to 30th May 2023 - Courteously assist callers to ensure accurate dispensing of information and routing of calls appropriately on daily basis.	- From records, up to 1000 calls handled annually - Satisfactory feedback from both clients and staff	Assisted callers and ensured accurate dispensation of information; also routed calls appropriately during the reporting period	100	110	0



INDIVIDUAL APPRAISAL REPORT

From 1st June 2022 to 30th May 2023 - Ensure security of the telephone exchange room and report any faults to immediate supervisor accordingly.	Records on security occurrence book and copies of memo. - Evidence of minimum of none security threats at the Exchange room.	During the period, security at the telephone exchange was ensured and I reported all issues to my immediate supervisor on time	100	100	0
From 1st June 2022 to 30th May 2023 - Attend at least 2- 3 internal meetings, workshops and trainings as delegated annually.	Copies staff attendance lists and minutes of meetings.	Attended all the departmental meetings as planned, attended all workshops that i had been nominated to attend during the period.	100	100	0
From 1st June 2022 to 30th May 2023 - Ensuring effective internal communications and information flow by appropriately answering calls, take messages and relay messages to the relevant officers on daily basis.	Copies of telephone message slips. - Minimum of at least 500 messages relayed to internal staff.	Ensured effective and timely communication with all the Commission's internal and external clients	100	120	0
Total Appraisee Score on Performance Targets				530.00	0.00
Mean Appraisal Scores				106%	0%

APPRAISEE'S COMMENTS ON TARGET SETTING	IMMEDIATE SUPERVISOR'S ON TARGET SETTING
The set targets are achievable.	The target set are realistic and the appraisee is capable of achieving them if provided with support
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 achieved all the targets I had set in the FY 2022/23.	The appraisee performed exemplary well during the financial year. Necessary training and support may improve the productivity of the appraisee



INDIVIDUAL APPRAISAL REPORT

MID YEAR REVIEW			
Agreed Performance Target	Performance Indicator	Target changed or Added	Remarks
From 1st June 2022 to 30th May 2023 - Promptly answer all incoming calls and channel to the appropriate officers on daily basis.	- From records, up to 1000 calls handled annually - Satisfactory feedback from both clients and staff.	No change.	At least 10 - 15 incoming and outgoing calls handled promptly and effectively.
From 1st June 2022 to 30th May 2023 - Courteously assist callers to ensure accurate dispensing of information and routing of calls appropriately on daily basis.	- From records, up to 1000 calls handled annually - Satisfactory feedback from both clients and staff	No change	At least 10 - 15 calls handled daily with satisfactory feedback from both internal and external clients.
From 1st June 2022 to 30th May 2023 - Ensure security of the telephone exchange room and report any faults to immediate supervisor accordingly.	Records on security occurrence book and copies of memo. - Evidence of minimum of none security threats at the Exchange room.	No change	No occurrences reported which means that security is well handled. The achievement level cannot be measured.
From 1st June 2022 to 30th May 2023 - Attend at least 2- 3 internal meetings, workshops and trainings as delegated annually.	Copies staff attendance lists and minutes of meetings.	No change.	Attended one of the directorate quarterly meetings.
From 1st June 2022 to 30th May 2023 - Ensuring effective internal communications and information flow by appropriately answering calls, take messages and relay messages to the relevant officers on daily basis.	Copies of telephone message slips. - Minimum of at least 500 messages relayed to internal staff.	No change	All messages relayed effectively both verbally and written.

MID YEAR APPRAISEES'S COMMENTS	MID YEAR IMMEDIATE SUPERVISORS COMMENTS
This being a new telephone exchange department, individual and team effort are evident towards ensuring efficiency and efficacy.	The appraisee is executing her duties well

VALUES AND STAFF COMPETENCIES APPRAISAL		
Criteria Cluster	Appraisee's Values and Competencies	Immediate Supervisor Comments
Core Competencies	Professionalism	Excellent - Higher Than 100%



INDIVIDUAL APPRAISAL REPORT

APPRAISEE'S COMMENTS ON VALUES AND COMPETENCIES		IMMEDIATE SUPERVISOR COMMENTS ON APPRAISEE'S ATTRIBUTES/ATTITUDE
I applied professionalism in my day to day tasks.		the appraisee displays professionalism in executing all duties assigned.
STAFF TRAINING AND DEVELOPMENT NEEDS		
Training & Development Needs	Duration	Type of Training
customer care skills	2 weeks	customer care management
supervisory skills in procurement	2 weeks	supervisory skills
APPRAISEE'S COMMENTS ON TRAINING & DEVELOPMENT NEEDS		IMMEDIATE SUPERVISOR COMMENTS ON TRAINING & DEVELOPMENT NEEDS
I did not receive the above trainings. But I was trained in other areas by the Commission. The applied the skills I learnt in my day to day delivery of tasks		The training requested is necessary to boost morale of the appraisee and improve productivity
SECOND SUPERVISOR COMMENTS AND RECOMMENDATIONS		
Second Supervisor Comments	Second Supervisor Recommendations	
The performance rating reflects the correct picture	She should be supported to attend the listed trainings for her professional development	