



## INDIVIDUAL APPRAISAL REPORT

PERSONAL DETAILS			
<b>Staff Number:</b>	NLC20220675	<b>Staff Name:</b>	Sylvia Kore Kanao
<b>ID Number:</b>	26610324	<b>Employee E-mail:</b>	sylvia.kore@landcommission.go.ke
<b>Appraisal Type:</b>	ANNUAL FINANCIAL YEAR	<b>Appraisal Period:</b>	2022-2023
<b>Terms of Service:</b>	Permanent and Pensionable	<b>Gender:</b>	Female
<b>Work Station</b>	47-Nairobi City County	<b>Job Grade:</b>	NLC5
<b>Dept/Directorate</b>	CC&A	<b>Appraisal Status</b>	Immediate Supervisor Reviewed
<b>Immediate Supervisor:</b>	Walter Hesbon Ooko Menya	<b>Immediate Supervisor Designation:</b>	Head Corporate Communication and Advocacy
<b>Second Supervisor:</b>	Francis Mirara Mwaura	<b>Supervisor Designation:</b>	Intern

DEPARTMENTAL OBJECTIVES
To promote good corporate governance
To strengthen communication with all stakeholders
Management of customer care and queries
To improve commissions visibility and enhance image
To conduct public education and resource mobilisation

AGREED PERFORMANCE TARGETS					
Agreed Performance Target	Performance Indicator	Results Achieved	Agreed Actual Results Achieved	Appraisee's Rating	Agreed Rating
Formulation and Implementation of communication programs and activities in the commission.	No of programs formulated and implemented	Development and management of commission's social media handles and website.		150	0
Developing of the Corporate Communication and Advocacy policy documents.	No of documents developed	Contributed to the development of the Communication Policy and Brand Manual.		100	0



### INDIVIDUAL APPRAISAL REPORT

Supervision of commissions communications channels,social media and emails.	Growth in number of posts and following on all our handles. They are all up to date.	Achieved great growth with,Facebook increased from 4000 followers in August, 2022 to 13,103 by July 18, 2023.		140	0
management of customer care queries and feedback	No of queries and feedback recieved and no of walk in customers recorded	Customer Care and Customer Service strategies.		100	0
Protocol and events management	no of events organized	Commission events; Customer care week, Second Regional Research Conference and other commissions events		120	0
<b>Total Appraisee Score on Performance Targets</b>				<b>610.00</b>	<b>0.00</b>
<b>Mean Appraisal Scores</b>				<b>122%</b>	<b>0%</b>

APPRAISEE'S COMMENTS ON TARGET SETTING	IMMEDIATE SUPERVISOR'S ON TARGET SETTING
Targets were well achieved	

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
Formulation and Implementation of communication programs and activities in the commission.	No of programs formulated and implemented	Target not changed	Performance ongoing- public awareness campaigns in support of key mandate activities and programmes
Developing of the Corporate Communication and Advocacy policy documents.	No of documents developed	Target not changed	Performance ongoing-Developed the following policy documents;. Processes and Procedure manual, communication and advocacy policy, NLC Brand manual and resource mobilization startegy



## INDIVIDUAL APPRAISAL REPORT

Supervision of commissions communications channels,social media and emails.	Growth in number of posts and following on all our handles. They are all up to date.	Target not changed	Arguable social media following with a great engagement
management of customer care queries and feedback	No of queries and feedback recieved and no of walk in customers recorded	Not changed	a clear number of queries have been received, emails and social media queries
Protocol and events management	no of events organized	Target not changed	The department has been handling all the commissions events management

MID YEAR APPRAISEES'S COMMENTS	MID YEAR IMMEDIATE SUPERVISORS COMMENTS
None of the targets have changed and performance is ongoing	Employee fulfilled the targets

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
Performing my roles and duties with due diligence and highest level of professionalism	

STAFF TRAINING AND DEVELOPMENT NEEDS		
Training & Development Needs	Duration	Type of Training
Communication Strategy Design and Development	1 week	Supervisory Management course
Crisis and Issues Communication Management	2weeks	Supervisory Management course
Protocol, Event Planning and Management	1week	Supervisory Management course

APPRAISEE'S COMMENTS ON TRAINING & DEVELOPMENT NEEDS	IMMEDIATE SUPERVISOR COMMENTS ON TRAINING & DEVELOPMENT NEEDS
Training is essential in fulfilling the set goals and increasing job efficiency	

SECOND SUPERVISOR COMMENTS AND RECOMMENDATIONS	
Second Supervisor Comments	Second Supervisor Recommendations