



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:	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:	Sylvia Kore Kanao	Immediate Supervisor Designation:	Principal Corporate Communication Officer
Second Supervisor:	Walter Hesbon Ooko Menya	Supervisor Designation:	Head Corporate Communication and Advocacy

DEPARTMENTAL OBJECTIVES

Improve visibility

Promote good corporate governance

To enhance corporate image of the Commission

To conduct public education and Advocacy

Coordination of partnerships and linkages

Manage both internal and external communication

Customer relations and customer service/care

Hansard

Photography and videography

AGREED PERFORMANCE TARGETS

Agreed Performance Target	Performance Indicator	Results Achieved	Agreed Actual Results Achieved	Appraisee's Rating	Agreed Rating
Monitor the movement of visitors to and from the designated office or area.	Through registering customers in the customer register.	Target achieved	Visitors movements monitored	100	100
Answer internal and external public inquiries in person.	Number of inquiries received.	Target achieved	External and internal communication achieved	100	120
Pitch ideas for improving internal and external public customer service.	Number of customer care activities done.	Target achieved	Ideas were generated	100	100



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Develop a rapport with clients.	Number of positive feedback received.	Target achieved	Develop and maintain a good relationship with the public	100	100
Promote a good image for the Commission	Number of activities and feedback received.	Target achieved	Improve the image of the commission	100	90
Customer Care and Customer Service strategies.	Customer Care Week.	Target achieved	Participate during customer care week	100	100
Total Appraisee Score on Performance Targets				600.00	610.00
Mean Appraisal Scores				100%	101.67%

APPRAISEE'S COMMENTS ON TARGET SETTING	IMMEDIATE SUPERVISOR'S ON TARGET SETTING
Targets well achieved	proceed to midyear review
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
Monitor the movement of visitors to and from the designated office or area.	Through registering customers in the customer register.	Target not changed	100% Done
Answer internal and external public inquiries in person.	Number of inquiries received.	Target not changed	Performance ongoing
Pitch ideas for improving internal and external public customer service.	Number of customer care activities done.	Target not changed	100% done and performance still ongoing
Develop a rapport with clients.	Number of positive feedback received.	Target not changed	100% Done and ongoing
Promote a good image for the Commission	Number of activities and feedback received.	Target not changed	100% Done
Customer Care and Customer Service strategies.	Customer Care Week.	Target not changed	100% done and performance ongoing



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MID YEAR APPRAISEES'S COMMENTS	MID YEAR IMMEDIATE SUPERVISORS COMMENTS
Target well achieved	Employee fulfilled all the targets

VALUES AND STAFF COMPETENCIES APPRAISAL

Criteria Cluster	Appraisee's Values and Competencies	Immediate Supervisor Comments
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APPRAISEE'S COMMENTS ON VALUES AND COMPETENCIES	IMMEDIATE SUPERVISOR COMMENTS ON APPRAISEE'S ATTRIBUTES/ATTITUDE
	Employee has demonstrated high level of integrity

STAFF TRAINING AND DEVELOPMENT NEEDS

Training & Development Needs	Duration	Type of Training
Customer Care Skills	one week	Customer Care Management course

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

SECOND SUPERVISOR COMMENTS AND RECOMMENDATIONS

Second Supervisor Comments	Second Supervisor Recommendations
Targets achieved	Consider for training as per request