**GML STAFF PERFORMANCE APPRAISAL FORM**

**NAME OF EMPLOYEE………………………………………………………………............................................ Last Appraisal Score**

**POSITION: Admin Last Appraisal Date …………………………**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  **Key Performance Indicator** | **Not Acceptable(5marks)** | **Needs Improvement (10 marks)** | **Meets Expectations (15 marks)** | **Exceeds Expectations (20 marks)** | **Actual****Score** |
| **Problem Solving & Decision making** *Effectively identifying problems, gathering and analysing the relevant information to pursue an effective solution.* | *Did not endeavour to solve problems or did not generate realistic solutions.* | *Usually endeavoured to solve problems to good effect, but solutions were sometimes unrealistic or poorly implemented.* | *Problem solving was conducted proactively solutions were usually implemented effectively and outcomes were often optimal.* | *Comprehensible, workable solutions were developed for problems and implementation was facilitated through consultation to achieve optimal results.* |  |
| **Initiative/cognitive ability** *Taking prompt action to accomplish objectives and achieve goals, being proactive.* | *Required continuous monitoring to ensure work was completed. Did not correct mistakes appropriately to avoid further problems*.  | *Regular monitoring was required to ensure work was being completed. Did not initiate additional work to benefit the team.* | *Completed most of his/her work unsupervised. Corrected mistakes appropriately to avoid further problems.* | *Was proactive in initiating improvements in his/her area of work.* |  |
| **Flexibility:** *Ability to adapt to new policies* | *Unable or unwilling to adapt or change.* | *Adapted to new or changing practices, but only after being told /reminded severally.* | *Reacted positively and constructively to new or changing standard of operations.* | *Optimised organisational outcomes in new or changing situations by anticipating change and preparing for it.*  |  |
| **Dependability:** *To what extent can the employee carry out his/her duties with limited supervision*  | *Exhibited very little signs of autonomy on the job.* | *Was able to carry out some of his/her duties independently however close supervision was still needed*. | *Carried out duties with very little supervision, although still required a bit of supervision in complex scenarios.* | *Carried out duties effectively and efficiently without supervision*. |  |
| **Quality of work** *Does the employee produce a high-quality work product?* | *Follows the standards and processes, but work is not properly organised and not structured.* | *Duties/task is properly organised meeting the clinic’s standards, not-withstanding evidence of errors and professionalism was evident in work.*  | *Work was done professionally avoiding mistakes, could have gone extra length in ensuring optimum quality.*  | *Work was carried out in an effective and efficient manner with precision.* |  |
|  |  |  |  | **TOTAL SCORE** |  |

**APPRAISAL PERIOD**: **Bi-Annual SECTION A (KEY PERFORMANCE INDICATORS) (*70marks)* Date………………………………**

**2**

**1**

***Total Score for section A = Sum total of Actual Score X 70 (maximum marks for section A)***

 ***100 1***

**SECTION B WORK ETHICS *(30 Marks)***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **PARAMETERS** | **DETAILS OF PARAMETERS** | **BELOW EXPECTATION**  **(2.9marks)** | **MEETS EXPECTATION****(3-5marks)** | **ACTUAL SCORE** |
| ***Job Knowledge*** | *In depth knowledge of all requirements of the job.* | *Employee has inadequate knowledge about the job needs to acquire more knowledge.*  | *Employees knowledge about the job is satisfactory* |  |
| ***Health & Safety*** | *Adheres to all requirements, demonstrates understanding of SOP’s.* | *Does not fully comply with health and safety practices at the clinic* | *Complies with all health and safety policies and practices* |  |
| ***Attitude and relationship with others*** | *Maintain a positive and harmonious attitude in the work environment* | *Attitude needs improvement, not in compliance with GML’s standard* | *A positive attitude to work and colleagues, attitude is in line with clinic standards* |  |
| ***Work Pace*** | *Ensuring that tasks are completed in an orderly fashion within consistent time frames.* | **BELOW EXPECTATION** (6) | **MEETS EXPECTATION**(7-10) |  |
|  |  | Employees response to tasks is slow and not in line with time frames | Swift response to duties, tasks are completed on time |  |
| ***Attendance/Punctuality*** | *Maintains satisfactory attendance. Arrives on time and is flexible to clinic needs.* | **BELOW EXPECTATION** 1-1.5 | **MEETS EXPECTATION**(2-5 ) |  |
|  |  | *Attendance is poor needs improvement* | *Employee is punctual* *adheres to clinic resumption time* |  |
|  |  |  | **TOTAL SCORE** |  |

***Sum of appraisal*** *= Total of section A + Total Section B*

***Total Score =***

***Please tick section employee falls into***

**Exceeds Expectations (**90-100)

**Meets Expectations** (70-89).

**Needs Improvement** (50-69)

**Not Acceptable** (0- 49)

***ACKNOWLEDGEMENTS AND COMMENTS***

***Summary of Strengths and Weaknesses (please refer to appraisal form)***

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**Reviewer’s Name/Position…………………………………………………………………………./Sign………………….../Date………………..**

***Employees Comment***

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 **Employees Name/Position……………………………………………………………………………../Sign………………….../Date………………..**

***Medical Director’s Review and Recommendation***

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 ***Sign…………………………… Date…………………***