

GDS Staff Engage in Exercise to Boost their Performance and Serve Kenyans Better

State Department for Performance and Delivery Management Human Resources Head Douglas Njeru took Government Delivery Services (GDS) staff through a training session on the nuances of Staff Performance Appraisal Systems (SPAS), a process that gauges an employee's overall performance and training needs.

Speaking at the session that was held at the Lake Naivasha Resort, Mr. Njeru said SPAS provides an opportunity for supervisors to listen, advise, guide, appreciate, and encourage their subordinates to reach their highest potential.

“To be able to achieve this, the supervisor must be above the employee he or she is appraising in terms of understanding the systems and the tasks ahead,” Mr. Njeru explained.

“It is important for the supervisor to frequently engage with his subordinates to understand their strengths and also set SMART (Specific, Measurable, Achievable, Relevant, and Time-Bound) targets with them,” he added.

He noted that the Human Resources Department is mandated with the vital responsibility of fostering and evaluating employees' performance to enhance productivity and service delivery in the civil service.

The GDS team was encouraged to ensure that they consult their supervisors, especially while setting performance targets to avoid poor scores that may attract disciplinary action. This would ensure there is feedback and mutual understanding between them and their supervisors. The team was also taken through an appeal procedure in case they were dissatisfied with the scores given by their supervisors.

“SPAS are more than just numbers on a database,” Mr. Njeru emphasized, “Rather, they provide a window for recognizing strengths, identifying training needs, and addressing weaknesses that hinder employees from achieving their targets.”

Later in the day, the GDS team was led by Acting Head Lee Kyonze, OGW in an exercise to streamline the unit's operations and help improve the monitoring and evaluation of government projects, programmes, and policies.

He encouraged the team to work together with other stakeholders within the delivery chain and ensure that the general public is well informed of the government's efforts, successes, and achievements.