



MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS  
MAURITIUS

19 March 2014

Ministry of Civil Service and Administrative Reforms  
Circular Letter No 22 of 2014  
E/41/13/01


**From:** Senior Chief Executive, Ministry of Civil Service & Administrative Reforms

**To :** Supervising Officers in charge of Ministries/Departments

**Performance Management System (PMS) Monitoring**

Would you please refer to this Ministry's Circular letter No 47 of 11 July 2013.

2. As you are aware, a Performance Monitoring Questionnaire has to be filled in on a regular basis after completion of each phase of the Performance Management Cycle.
3. In this context, Performance Management Questionnaire No1 of 2014 covering the final phase of Performance Management Cycle 2013 and the first phase of 2014 Cycle is enclosed for necessary action at your end. In view of the importance of the information being collected, the proper filling of the questionnaire will have to be ensured before it is returned to this Ministry by 18 April 2014 at latest.
4. The questionnaire may be downloaded from this Ministry's website "<http://civilservice.gov.mu>".
5. The PMS Secretariat of this Ministry may be contacted on phone number 201 1379 and e-mail address [pmssec@mail.gov.mu](mailto:pmssec@mail.gov.mu) for additional information or clarification on the matter.
6. Kindly note that feedback, comments and suggestions will be invaluable inputs to further improve the appraisal procedures for Performance Management System.

  
(S. Seebaluck)  
Senior Chief Executive

Copy to: Secretary to Cabinet and Head of the Civil Service



Republic of Malaysia

## PMS Monitoring Questionnaire No. 1 of 2014

(to be filled in by officer-in-charge of HR Section)

The purpose of this questionnaire is to collect information for monitoring of PMS across the Civil Service, identifying problem areas in the Performance Appraisal exercise and addressing emerging issues in the execution of the PMS project.

Ministry/Department:.....

### A. Final Phase of Performance Management Cycle 2013

#### 1. Status position with respect to officers in post as at 31 December 2013

Final Appraisal		Performance Appraisal Forms				
		Senior Management	General	Workmen's Group	Contract Employment	Total
No. of officers required to complete final appraisal exercise						
No. of officers who have <u>not</u> filled in the 'Final Appraisal' Section of their PAF						
<b>Reasons:</b> (i) on leave (ii) work plan not developed (iii) absence of consensus between appraiser and appraisee (iv) unwillingness of appraiser/appraisee (v) Others (Please specify)..... ..... .....						
No. of officers whose overall performance has been:	Excellent					
	Good					
	Fair					
	Unsatisfactory					
No. of PIPs developed during the year						
No. of officers recommended for training:	on-the-job					
	off-the-job					
No. of officers <u>not</u> granted increment:	based on their overall score of performance					
	for non-filling of PAF					

**2. Issues on Final Appraisal Exercise**

(a) Officers are required to carry out the mid-term appraisal exercise at least three months after signing Performance Agreement.

(i) Give the percentage of officers, under each category, who have not followed the process.

Senior Management	General	Workmen's Group	Contract Employment

(ii) Give reasons for non-compliance.

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(b) (i) How many cases of disagreement between Appraiser and Appraisee have been reported and resolved through moderation process during the final appraisal exercise?

	Senior Management	General	Workmen's Group	Contract Employment
No of cases reported				
No of cases resolved				
No of appeal cases				

(ii) Specify the grounds of appeal.

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(c) (i) List down the difficulties encountered by officers during appraisal exercise.

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(ii) What corrective actions have been taken?

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(iii) Suggest any improvement in appraisal procedures/forms.

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(d) What follow up actions have been taken by the Human Resource Section after scrutinising the filled-in PAFs? (tick as appropriate)

		Yes	No
(i)	Notify Finance Section – Re. list of officers <u>not</u> eligible for increment	<input type="checkbox"/>	<input type="checkbox"/>
(ii)	Record and compile relevant information for performance database	<input type="checkbox"/>	<input type="checkbox"/>
(iii)	Submit report to Management highlighting salient features of performance information	<input type="checkbox"/>	<input type="checkbox"/>
(iv)	Initiate appropriate actions pertaining to:		
	➤ Training Needs	<input type="checkbox"/>	<input type="checkbox"/>
	➤ Performance Improvement Plan	<input type="checkbox"/>	<input type="checkbox"/>
	➤ Policy Formulation	<input type="checkbox"/>	<input type="checkbox"/>
	➤ Other areas (Please specify).....		
	.....		

**B. First Phase of Performance Management Cycle 2014**

**1. Status position with respect to officers in post as at 31 January 2014**

Performance Agreement	Performance Appraisal Forms				
	Senior Management	General	Workmen's Group	Contract Employment	Total
No. of officers required to fill in Performance Agreement					
No of officers required to develop PIP					
No. of officers who have <u>not</u> followed training on PMS	New recruits				
	Others				
No. of officers who have <u>not</u> signed in Performance Agreement					
<b>Reasons</b>					
(i) <i>workplan not developed</i>					
(ii) <i>absence of consensus between appraiser and appraisee</i>					
(iii) <i>unwillingness of appraiser/appraisee</i>					
(iv) <i>Others (Please specify) .....</i>					
.....					
.....					

2. Have work plans generally been developed according to 'SMART' principle and aligned with strategic objectives/ section goals/PBB provisions?

(tick as appropriate)

Yes  No

If no, give details .....

.....

Name & Grade: .....

Signature : ..... Date: .....

<b>Reform Cell of Ministry/Department</b>	
<i>(to be filled in by Chairperson)</i>	
I certify that the information provided in this questionnaire is correct.	
Name & Grade :	.....
Signature :	..... Date: .....