



MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS
MAURITIUS

11 August 2017

Ministry of Civil Service and Administrative Reforms
Circular Letter No. 58 of 2017
E/ 41/13/13 SF 5

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

To : Supervising Officers in charge of Ministries/Departments

Monitoring Survey on Performance Management System

With a view to following up on progress registered on the implementation of the Performance Management System (PMS) across the Civil Service and continuously improving its effectiveness, Ministries and Departments have, since the formal implementation of the PMS in 2013, been invited to provide information on the status of its implementation in their respective organisations on a yearly basis. The monitoring exercise is an essential component of the PMS for ensuring its sustenance and improvement. Feedback and suggestions received have enabled this Ministry to undertake a number of initiatives to enhance the applicability of the system throughout the service. The monitoring survey is now being conducted after each phase of the Performance Management Cycle (PMC) in order to ensure stricter compliance with the set timelines.

2. Regarding the survey carried out for the Mid-Term Appraisal in respect of PMC July 2016- June 2017, out of 56 Ministries/Departments, only 28 responded to the PMS Monitoring Questionnaire. Such a low response rate did not provide a fair picture of the status of PMS across the service and the matter was taken up at higher instances.

3. In order to avoid the embarrassing situation of having to account for failure to respond to the PMS Monitoring Survey, you are kindly requested to personally ensure that the information regarding status of PMS implementation in your organisation is provided. In this respect, the PMS Monitoring Questionnaire, covering the Final Phase of PMC July 2016-June 2017, is enclosed for necessary action at your end.

A handwritten signature in black ink.

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4. This Ministry relies on your collaboration and support for the PMS Monitoring Questionnaire to be properly filled in and returned to this Ministry by **31 August 2017** at latest. The questionnaire may be downloaded from this Ministry's website "<http://civilservice.govmu.org>".

5. The PMS Secretariat of this Ministry may be contacted on telephone number 405 4100 or by e-mail on pmssec@govmu.org for any further information/guidance or technical support required.



S.K. Pather

Senior Chief Executive

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



Republic of Mauritius

PMS Monitoring Questionnaire

(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 implementation and sustenance of the system.

Ministry/Department:

A. Final Phase of Performance Management Cycle July 2016-June 2017

1. Status position with respect to officers in post as at 30 June 2017

Final Appraisal	Performance Appraisal Forms				
	Senior Management	General	Workmen's Group	Contract Employment	Total
No. of officers in post as at 30 June 2017					
No. of officers who have filled in the 'Final Appraisal' section of their PAF					
No. of officers who have <u>not</u> filled in the 'Final Appraisal' section of their PAF for reasons given below:					
(i) on leave					
(ii) others (Please specify).....					
No. of officers whose overall performance has been:	Excellent				
	Good				
	Fair				
	Unsatisfactory				
No. of PIPs developed during PMC July 2016-June 2017					
No. of officers recommended for training:	on-the-job				
	off-the-job				
No. of officers <u>not</u> eligible for increment:	based on their overall performance score for PMC July 2016-June 2017				
	for non-filling of PAF				
	for having obtained "Fair" for PMCs July 2015-June 2016 and July 2016-June 2017				

2. Issues on Appraisal Exercise

(a) (i) How many cases of disagreement between Appraiser and Appraisee have been reported for moderation/appeal process during the final appraisal exercise?

Moderation and Appeal	Senior Management	General	Workmen's Group	Contract Employment
No. of cases reported for moderation				
No. of cases resolved				
No. of appeal cases				

(ii) Specify the grounds of appeal.

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

(ii) What corrective actions have been taken?

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

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

		Yes	No
(i)	Notify Finance Section regarding 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"/>
	➤ Other areas (Please specify).....	<input type="checkbox"/>	<input type="checkbox"/>

(d) List down the main areas of training (in order of priority) identified from information generated by the Performance Appraisal Exercise.

Name & Grade :

Signature : Date:

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