

## Performance Appraisal Guidebook

### Objectives of Performance Appraisal

The performance appraisal system has been created to review areas of strength and growth for the Umang team.

The performance appraisal will help to keep staff members focused on their objectives and also give feedback on how well team members have performed. Furthermore, it can help members of the organisation share the same vision and goals of Umang.

Performance appraisal is about motivating and developing staff, and supporting them in their role so that they perform at the highest level.

### Performance Appraisal Process at Umang

Umang will employ a formal appraisal system twice a year. Besides the half yearly appraisal, informal meetings will be held between staff members and supervisors on a tri-monthly basis.

- Prior to the formal appraisal the staff member should fill out their self-appraisal and bring their filled appraisal to the formal appraisal meeting.
- Supervisor would be involved in formal appraisal as they see the day to day interactions of the staff member being assessed.
- Supervisor would provide constructive feedback to motivate the staff member and help the member be more productive appraisals in the future.

### Immediate Feedback in cases of Unfavourable Practices

If there is an issue with the work practices of an employee, the manager will immediately advise the leadership and make arrangements to resolve the issues.

### Arrangements for Appraisal

The formal appraisal is normally a one-on-one arrangement; where discussion will focus on the staff member's performance in the past year, discussing major incidents, past behaviour, and accomplishments; as well as areas of growth. A growth development plan should be established and agreed upon mutually.

**KPA: Key Performance Area (Specific Job Related Appraisal)**

KPA outlines the area in which the staff member will be assessed. It is normally the staff members main responsibilities as outlined in the job description.

**KPI: Key Performance Indicator**

KPI's break down the KPA in to several smaller areas in which the staff member will be assessed on. The KPI's aim to measure how well the staff member has performed their role by evaluating their performance of the KPI's in relation to the broader KPA.

**Self- Questionnaire**

This section will be divided in to two parts. Section A will deal with personal questions for the staff member, and will be a self-reflection.

Section B will deal with questions related to Umang and will aim to receive the staff members' feedback and opinions on Umang and its performance; as well as how Umang can improve in the future.

Both of these sections also deal with the future goals of the individual staff member. The supervisor is required to discuss with the employee future plans and developments and agree on goals set for the coming year, taking into account the needs of Umang and the team member's role. These goals should be specific, measurable, agreed, realistic and time-bound (SMART).