

**PERFORMANCE APPRAISAL  
&  
SERVICE DELIVERY**

1

# **PERFORMANCE & SERVICE DELIVERY:**

**ABILITY TO DELIVER SERVICES THAT  
MEET THE EXPECTATIONS OF THE  
CUSTOMER.**

# **PERFORMANCE APPRAISAL**

**process** of ASSURING that  
SERVICES ARE ACTUALLY DELIVERED  
to the expectation of the Customer.

3

## **THE VARIABLES**

**SERVICE PROVIDER  
CUSTOMER  
CUSTOMER EXPECTATION**

# **SERVICE DELIVERY FRAMEWORK**

## **The SERVICE PROVIDER.**

- What Service Do I provide?
- What is my job?
- What is my responsibility?

## **The CUSTOMER**

- Who is my customer ? - the person I deliver service to ?

## **CUSTOMER EXPECTATION:**

- What are the expectations of my Customer?
  - Tangibles,
  - Quality – Reliability and Responsiveness.

# DO YOU KNOW YOUR CUSTOMER AND THE EXPECTATION?



# **SERVICE PROVIDERS:**

- Lecturer
- Librarian
- Records and Documents Officer
- Security Officer
- Driver
- Book Seller (Bookshop)
- Cleaner
- A cook
- A lab technologist
- A physician (in the medical centre)
- ? hopefully we can all identify our roles in UNN.

# CUSTOMERS

Student!

Colleagues!

Supervisors - Head of Department, Dean, Vice  
Chancellor

External Parties – Grantors, Parents, Government, etc



# CUSTOMER EXPECTATIONS:

## Tangibles

- Hours of Lecture
- Access to Books and Reference Materials
- Lecturer's Review of Submitted Reports
- Results of Examination
- Accurate Personal and Performance Records
- Graduation.

## Reliability – consistency of service.

- Keep to Promise – keep to agreed hours of lectures.
- Graduation at stipulated time.

## Responsiveness – timeliness.

- Prompt response to requests:

# PERFORMANCE APPRAISAL

The Foundation of Performance Appraisal is the Clarity  
around:

**The Service Being Provided**

**The Customer**

**The Expectation of the Customer**

Performance Appraisal is the Process of Assuring that  
**THE SERVICE PROVIDED MEETS THE  
EXPECTATION OF THE CUSTOMER.**

# **PERFORMANCE APPRAISAL- STAGES**

**1**

## **CLARIFICATIONS**

**The Service Being Provided**

**The Customer**

**The Expectation of the Customer**

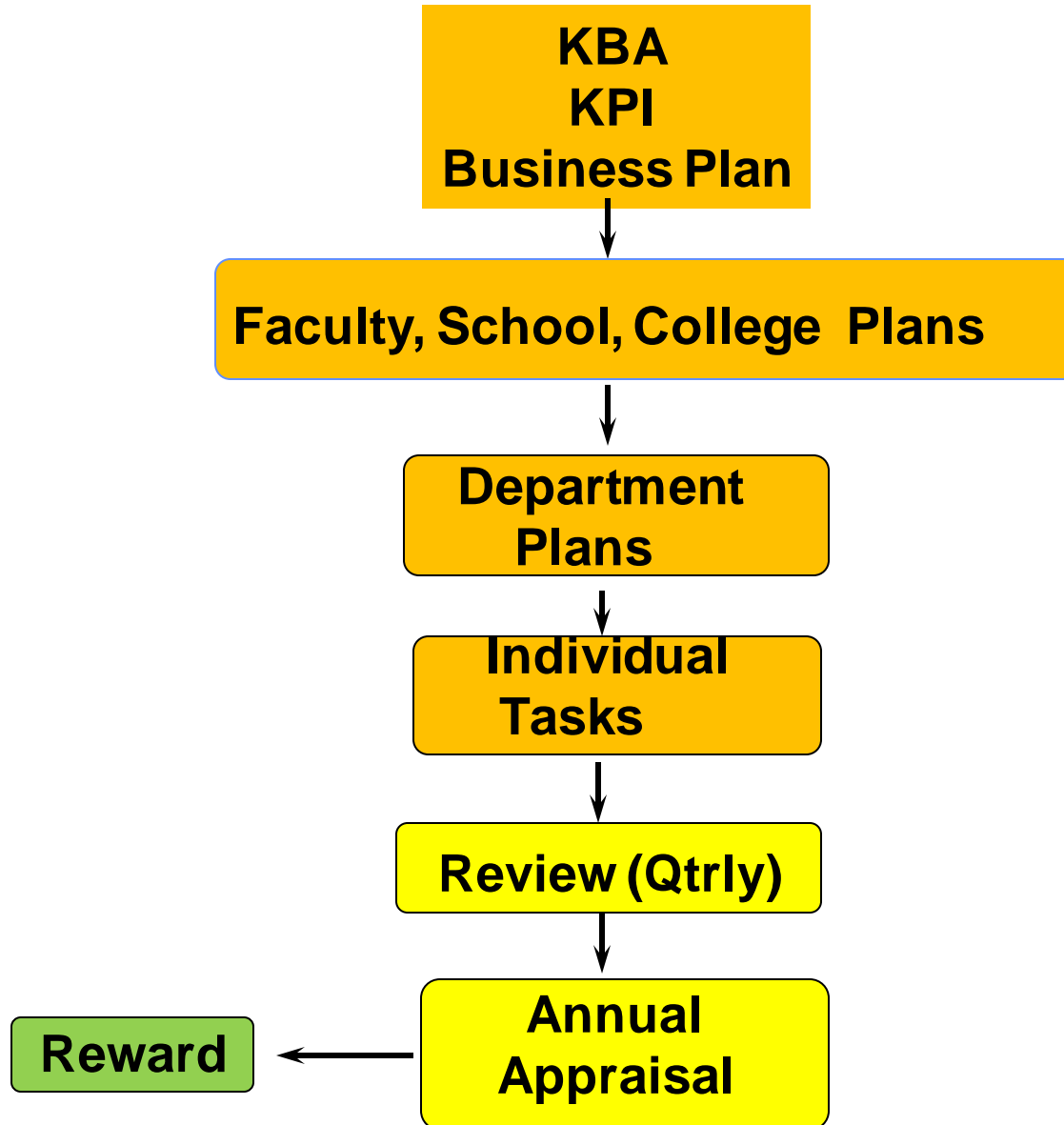
**2**

## **ASSURANCES**

**3**

## **CONSEQUENCE MANAGEMENT**

# PERFORMANCE APPRAISAL PROCESS



# KBA, KPI, TASKS : Examples

**Teaching  
Research  
Publication**

**KBA**

**Hours of Lecture Delivered – actual vs plan  
Timeliness of Graduation – actual vs plan  
Quality of Graduates(Grades) – actual vs plan  
Number of Journal Articles Published – actual vs  
plan**

**KPI**

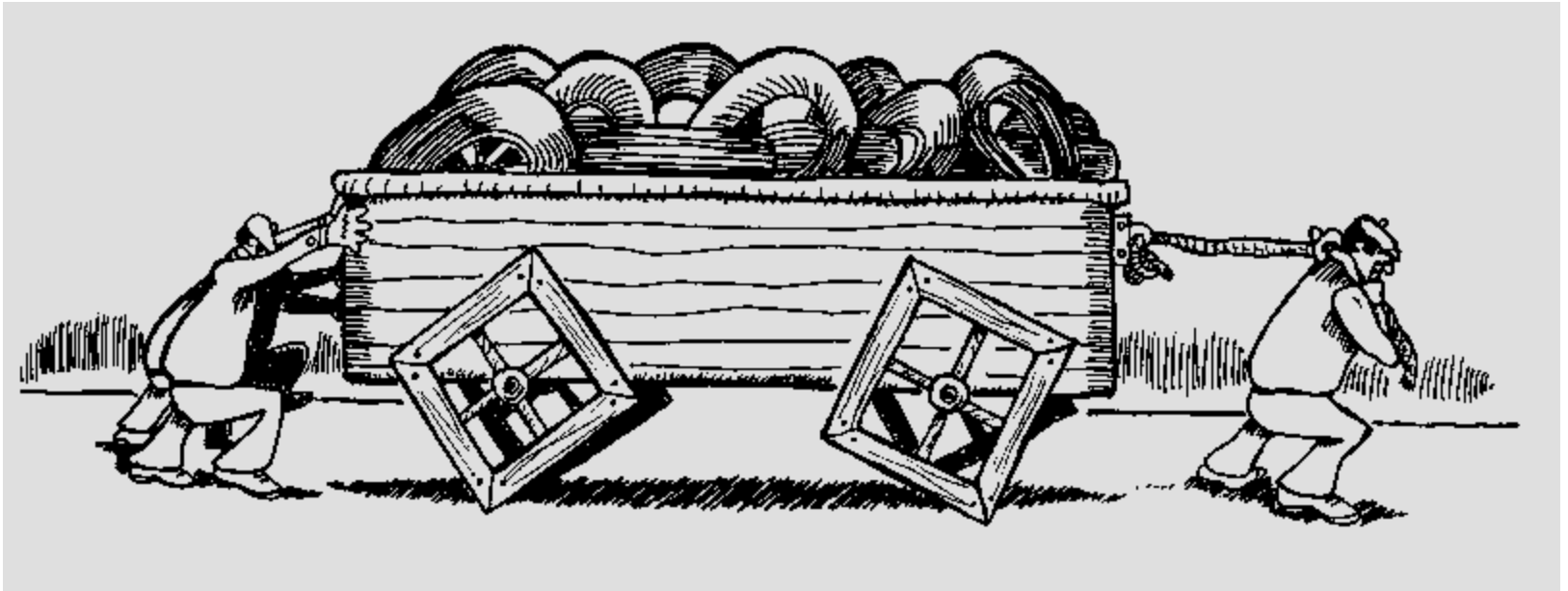
**Deliver 5 hrs of lecture per week  
Review every PG's research work once a month.  
Conduct CA Test and review outcomes midway into each Course.  
Prepare Exam Results and Publish Results one week after exam.  
Sell 10 Books every month.  
Achieve 50% Occupancy rate at CEC every month.**

**TASKS**

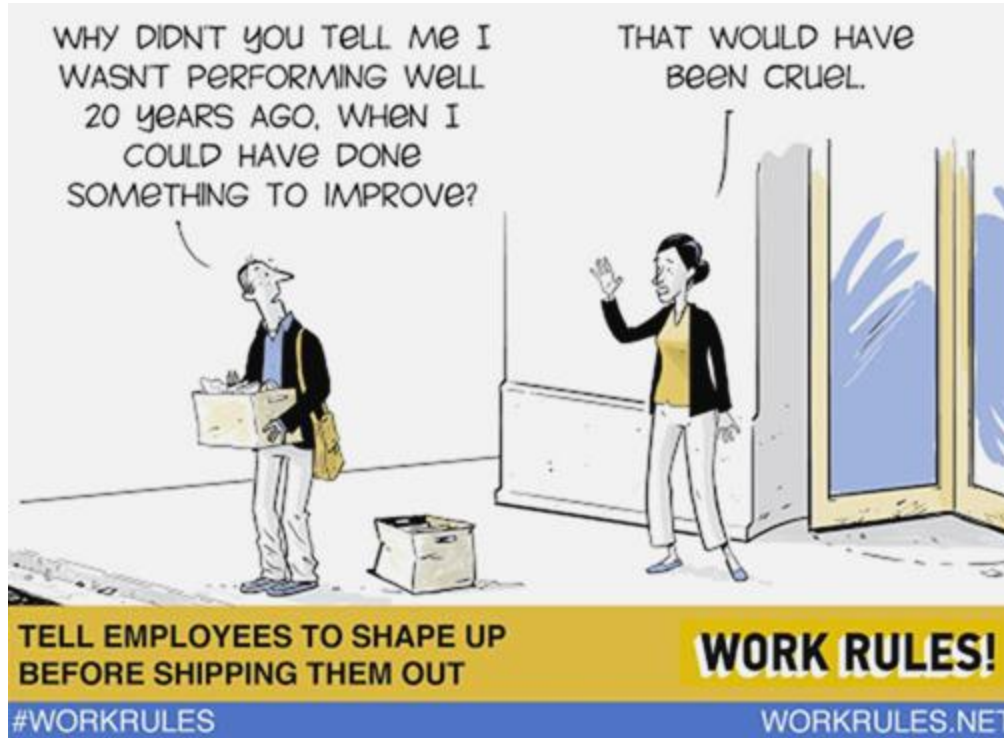
# S.M.A.R.T. Tasks

S	Specific. Specify what has to be done.
M	Measurable. Define expected performance standards.
A	Achievable. Tasks are challenging yet takes account of the employee's experience & capabilities.
R	Realistic. Tasks are realistic in terms of the needs of the job and job holder's capabilities.
T	Timebound. Task has to be achievable during an agreed time scale.

# S.M.A.R.T TARGET?



# PERFORMANCE REVIEWS





# **PERFORMANCE APPRAISAL**

**HAVE I MET THE EXPECTATIONS OF MY CUSTOMER(S)?**

## **ROLE OF LEADERSHIP**

Leadership – Everyone who has a REPORTEE.

Leadership **MUST** demonstrate commitment to deal with poor performance and to reward great performance.

THANK YOU