



# NATIONAL GIS AND DATA GOVERNANCE EXPERT

## *KEY PERFORMANCE INDICATORS*

May 2022

MASAR implementing partners



In collaboration with



UNIVERSITY OF  
BALAMAND

## GOALS & OBJECTIVES

- Strengthen two-way communication regarding job performance and periodically assess goals and opportunities for the unit and the individual.
- Establish a mutually-understood set of performance expectations.
- Recognize contributions of employees.
- Discuss opportunities for growth and development.
- Provide necessary feedback when performance does not meet expectations as situations warrants in addition to annual evaluation process.
- Align employee performance with the mission and goals of the institution.

## Process

1. Reviewer requests prior year's goals/objectives, general performance, associated outcomes as well as other information relevant to the performance review process and reviews them with the employee prior to discussing this year's evaluation.
2. Employee submits prior year's goals and their associated outcomes as well as other information relevant to the performance review process at least one week before scheduled meeting.
3. Reviewer evaluates and compares the full range of this year's performance to the past year and completes all sections of the Employee Performance Evaluation.
4. Reviewer provides a working draft of Employee Performance Evaluation to the employee. Reviewer and employee determine future meeting date and time.
5. Reviewer and employee meet to discuss the Employee Performance Evaluation competency ratings.
6. Reviewer and employee create shared goals and objectives to enhance employee performance and successful completion of goals and objectives.
7. The Overall Rating is calculated according to the most frequently assigned Core Competency Ratings and reviewer/employee discussions.
8. Upon completion of the Employee Performance Evaluation discussion, the employee and reviewer sign the evaluation. The employee and reviewer should utilize the comments section and provide additional explanations as needed.
9. Once signed, the original document is sent to the head of the institution's office. An electronic copy may be provided to the employee upon request.
10. Head of the institution and employee should then review employee's Job Description to ensure that actual duties match job description and submit changes as needed.

## PERFORMANCE EVALUATION

**To be completed by Supervisor/Manager**

### INSTRUCTIONS

- For each competency, mark the rating that best describes the employee’s performance.
- Select N/A if the competency is not applicable.
- In the NARRATIVE ASSESSMENT sections, provide specific examples and illustrations.
- Explanations are required when selecting a rating of “approaches expectations” or “unsatisfactory”.

RATING SCALE	DEFINITION
<b>5 = Outstanding</b>	Objectives and standards are clearly and substantially surpassed. Consistently and significantly exceeds all performance expectations and standards. Highest performance level. Demonstrates a personal commitment to a high level of performance and results, even under challenging work goals.
<b>4 = Exceeds Expectations</b>	Frequently exceeds job requirements. Makes contributions well beyond job demands. Seizes initiative in development and implementation of challenging work goals. Each project or job is done thoroughly and on time. Thinks beyond details of the job, working toward the overall goals of the component.
<b>3 = Meets Expectations</b>	Performance is what is expected of a fully qualified and experienced person in this position. All objectives and standards are met. Consistently meets all performance expectations and standards. Job well done. Errors are minimal and seldom repeated. Prioritizes problems and projects well. Requires normal supervision and follow-up. Almost always completes work or projects on schedule.
<b>2 = Approaches Expectations</b>	Objectives and standards are generally met but full results are not totally achieved. Occasionally falls short of consistently meeting performance expectations and standards. Some performance aspects were not met – needs slight improvement. Could result from being newly appointed to the position – continuing to learn all aspects of the position.
<b>1 = Does Not Meet Expectations</b>	Objectives and standards are consistently not met. Consistently fails to meet performance expectations. Needs significant improvement. Has been on the job long enough to have shown better performance. Excessive attention by supervisor is required. Does not grasp situation when explained. Corrective action is required.
<b>NA = Not Applicable</b>	Does not apply to job performance expectations.