

## Public Service Management Division Balanced Scorecard

**Vision**

**A Smart and Value-Centred Public Service Management Division**

**Core Values**

**Professionalism: Integrity: Confidentiality: Impartiality: Loyalty**

**Mission**

**To ensure high performance in the Public Service**

**Strategic Themes**

Service Excellence

Human Resource Development & Management Excellence

Performance Management Excellence

**Strategic Results**

High quality service delivery

Motivated & competent employees

Effective and efficient public service

Strategic Objectives and Strategy Map

Measurers

Targets

Strategies/Initiatives

**Customer**

Enhance placement & separation of employees

Improve oversight of human resource development & Management

Enhance performance management

- No. of Public Service officers with performance contracts
- % of shortlisted applicants undertaking Public service pre-entry exams
- No. of Spending Agencies with rationalized and harmonized remuneration.
- % of MPSAs undertaking HR planning
- % of staff against Public Service establishment
- % of vacancies filled within one year of falling vacant
- % of employees retired timely
- % of MPSAs with accurate payroll data
- % of MPSAs adhering to records management systems and procedures
- % of employees equipped with requisite knowledge, skills and experience
- % of newly recruited Public Service workers inducted and oriented
- % of satisfied clients
- Time taken to process HR cases
- No. of Audit queries
- % of planned programmes and activities implemented
- % of releases against approved budget
- % of staff against establishment
- % staff performance
- % of HR functions earmarked for devolution devolved to respective MPSAs

- 104 Senior Public Service officers with performance contracts
- 100% of shortlisted applicants undertaking Public service pre-entry exams
- 60 Spending Agencies with rationalized and harmonized remuneration
- 100% of MPSAs undertaking HR planning
- 80% of staff against Public Service establishment by December 2019
- 98% of staff against Public Service establishment by 2021
- 100% of vacancies filled within one year of falling vacant annually
- 100% of employees retired timely according to their preferred option annually
- 100% of MPSAs with accurate payroll data annually
- 100% of MPSAs adhering to records management systems and procedures
- 80% of employees equipped with requisite knowledge, skills and experience
- 80% of newly recruited Public Service workers inducted and oriented within 6 months of employment
- 90% clients satisfied annually
- 90% of HR cases processed according to client service charter
- Unqualified audit report annually
- 80% of planned programmes and activities implemented annually
- 80% of approved budget released annually
- 98% of staff against establishment annually
- 80% staff performance annually
- 100% of HR functions earmarked for devolution devolved to respective MPSAs

- Scale up the performance management system
- Develop and implement a Public Service pre-entry exam mechanism
- Scale up Public Service pay reforms
- Strengthen mechanisms for Public Service human resource audit
- Strengthen establishment control mechanisms
- Strengthen the placement and retention policies
- Strengthen payroll management controls
- Review and implement records management systems and procedures
- Develop and implement a talent management framework
- Review and implement the Human Resource Training and Development Policy
- Develop and implement a Continuing Professional Development framework.
- Review and implement the Public Service code of ethics, procedures and regulations
- Develop and implement a client service charter
- Re-engineer and automate the administrative and business processes
- Strengthen internal management controls
- Develop and implement M&E framework for the Division
- Develop and implement a communication Strategy
- Strengthen work planning mechanisms
- Develop and implement a resource mobilization strategy
- Review and operationalise organizational structure
- Strengthen the placement and retention policies
- Facilitate the implementation of the devolution of HR functions

**Finance/  
Stewardship**

Enhance financial management

**Internal  
Processes**

Improve management systems

**Organisation  
Capacity**

Improve Human resources capacity

Promote positive work culture

