



Bosna i Hercegovina, Federacija Bosne i Hercegovine, AGENCIJA ZA DRŽAVNU SLUŽBU

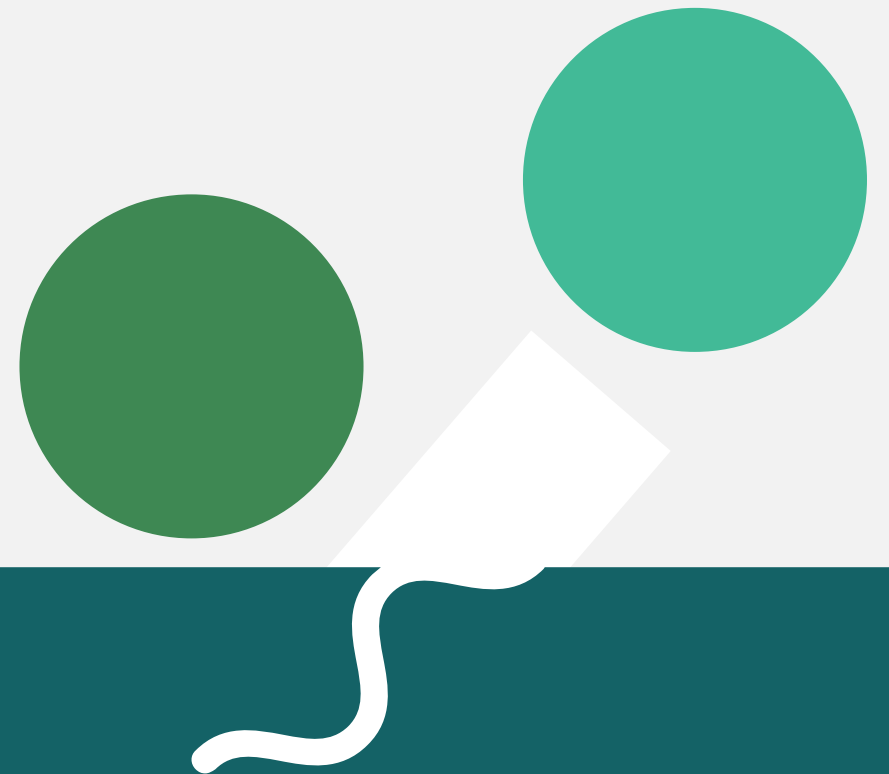
Босна и Херцеговина, Федерација Босне и Херцеговине, АГЕНЦИЈА ЗА ДРЖАВНУ СЛУЖБУ

Bosnia and Herzegovina, Federation of Bosnia and Herzegovina, CIVIL SERVICE AGENCY

Performance appraisal- best practices using IT tools in the civil service system

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07 December 2021, Doha, on line presentation





Overview

- HRM functions in the civil service system in the Federation of BiH
- Performance appraisal as a key management tool to manage employee
- Using Self Assessment Check list against SiGMA principles
- How IT tools are used as enablers in the performance appraisal process
- Personal development as the result of performance appraisal process
- Our key lessons learned

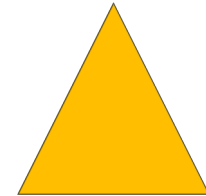
Preconditions for performance appraisal



Determining work
goals



Determining
behavioural
competencies



Conducting interview

Managing by objectives

ONE:
Planning
Why, How?

TWO:
Monitoring
Why, How?

THREE:
Assesing
Why, How?

Key behavioural competencies



Senior civil
servants



Other
employees

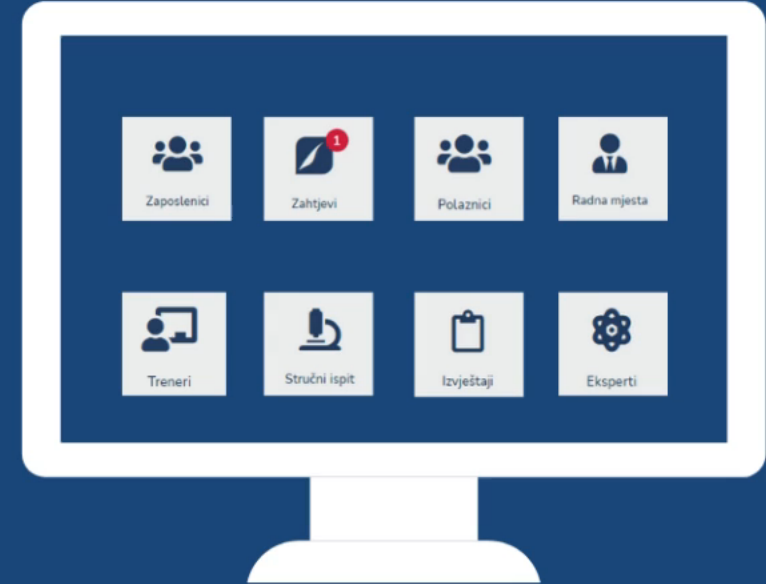
SIGMA Principles

Six core areas of a comprehensive framework



IT Tools through CS Registry

- How we use IT enablers to export reports in the PA process



Performance appraisal pros

Pros

- performance appraisal is important HR tool in HRM process
- provides coaching and ongoing feedback to the employee
- Based on planning further professional and career development of the employee
- It increases transparency and legitimacy of the human resource management decisions
- improves accountability of public administration
- improves services of public administration



Thank You



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