

	<b>TECHNICAL UNIVERSITY OF MOMBASA</b>	
	<b>Document: Form</b>	<b>Ref No.: TUM/Form/HRM/019</b>
	<b>Title: STAFF EVALUATION BY INTERNAL OR EXTERNAL CUSTOMER</b>	
	<b>Department: HUMAN RESOURCE MANAGEMENT</b>	
	<b>Issue No. 2</b>	<b>Revision No. 0</b>
<b>Date: 5th April 2018</b>		

**SECTION A: INSTRUCTIONS**

1. This instrument is for evaluating the performance of non-teaching staff.
2. For each item, select how your experiences correspond with the staff's performance and whether you strongly agree or disagree as demonstrated by the characteristics listed.
3. Rate by circling one option.
4. This instrument is to be filled by internal/external customers who have been served by the respective employees.

**Period under review from:** ..... **To:** .....

**SECTION B: PERSONAL PARTICULARS**

Surname: ..... Name: ..... Other Names: .....

Personal No: ..... ID No: .....

Department: ..... Section: .....

Current Designation: ..... Terms :( Permanent  Contract  Temporary )

Grade: ..... With effect from: .....

Acting /Special Duty (if any): .....

**SECTION C: RATING SCALE**

The following rating should be used to indicate the level of performance by an Appraisee.

<i>S/N</i>	<i>Performance Ability</i>	<i>Scale</i>
1.	Always	5
2.	Often	4
3.	Sometimes	3
4.	Rarely	2
5.	Never	1
6.	Don't Know	0



**SECTION D: STAFF APPRAISAL (10%)**

This section should be completed by internal/external customer by circling one (1) option

	Not at all	Rarely	Sometimes	Often	Always	Don't Know
1. To what extent does the staff meet your expectations?	1	2	3	4	5	0
2. Does the staff inform you of developments in respect of services requested?	1	2	3	4	5	0
3. Does the staff provide you with prompt and efficient service?	1	2	3	4	5	0
4. Does the staff deal with your complaints in a timely and effective manner?	1	2	3	4	5	0
5. Is the staff courteous and helpful in dealing with your requests?	1	2	3	4	5	0
6. Does the staff make a follow up on the service requested?	1	2	3	4	5	0
7. While serving you was the staff knowledgeable in his work?	1	2	3	4	5	0
8. Would you want to be served by this staff again?	1	2	3	4	5	0
9. How would you rate the quality of work of the staff?	Excellent	Good	Fair	Poor	Ineffective	0
10. How would you rate your overall experience with the staff	Excellent	Good	Fair	Poor	Ineffective	0
<b>Total</b>						
<b>Out of (Expected Total Score)</b>	50					
<b>Total Rating (Out of 10%)</b>						

11. What proposal do you have for the staff to be able to improve his/her service delivery at Technical University of Mombasa although you may have rated the service as excellent?

.....  
 .....  
 .....

**Evaluator's Name (Optional):** ..... **Sign:** ..... **Date:** .....

**SECTION E: EMPLOYEE'S COMMENTS ON THE APPRAISAL**

- Do you agree with the rating of the evaluator in Section D above?  
 (a) Entirely      (b) Mostly      (c) Fairly      (d) Not all
- If you do not agree with the rating/comments of the appraisal in Section D above, please identify the area of contention and give reasons:

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 .....  
 .....



3. Give your comments on your overall performance and on any strengths, skills or qualities which you feel are particularly noteworthy.

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4. Indicate any attributes, skills etc, which when strengthened, would enhance your performance

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**Employee's Name:** ..... **Signature:** ..... **Date:** .....

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