



PERFORMANCE
MANAGEMENT IN THE

PUBLIC SECTOR

★★
Visit to
relevant
agency in
Istanbul
★★

Course Fee

€3,900
Turkey



22-27
Nov. 2022

Apply now! Email us for more details.
pippa@usm.my

Certificate will be issued by the Universiti Sains Malaysia.

Organizational performance is a Human Resource challenge. Ultimately, it is the people of the organization that delivers the performance. Infrastructure, technology, systems and governance create the environment to support the delivery of the performance by the individuals. Delivering performance in the services sector is even more challenging as the variations in performance level is very much tied to the individuals performing the service. This is particularly true in the public services sector.

It is therefore critical that performance systems developed by organizations be people-centric. High performing organizations focuses on two major aspects of their people – the motivations to perform and the competency to perform. Highly motivated and competent individuals will deliver the performance at the highest level. Globally, performance management has moved from the traditional approach to one that is more developmental in nature. The focus of performance management on the “WHAT has been achieved?” has expanded to “WHAT has been achieved? and HOW was it achieved?”. This is done by integrating competencies needed to perform. This not only ensure performance sustainability, but also continuous improvement in organizational excellence.

MyWorkprofiling[©] MyCPD[©] MyTalent[©] MyHR[©]
Pembangunan Profesional Berterusan

pippa.usm.my



Learning Objectives

At the end of this program, participants:

- Understand the context of performance management in delivering Organizational Excellence;
- Know how to develop a performance management system vis-à-vis
 - + How to get top management support;
 - + Identify individuals to be consulted in the development;
 - + How to keep people informed;
 - + How to manage performance fairly;
 - + Identify people to be trained;
- + How to introduce the system.
- + Incorporating competencies in the various elements to performance management.
- Know how to plan employee performance, in particular how to develop performance objectives for individual employee;
- Know what is involved in personal development of employees and how to develop a personal development plan;
- Be able to review performance of employees effectively.



Course Leader

Prof. Dato' Dr. Muhamad Jantan, graduated with a B.Sc. (1st class) from the University of Warwick (1978), and a Ph.D from the University of Wales (1982), United Kingdom, he started his career with the Universiti Sains Malaysia, at the School of Mathematics. His current research interest and expertise lie in higher education policy with emphasis on pushing the national tertiary education to excellence. In this respect he has undertaken

various projects for the Ministry of Higher Education such as “Improving Faculty Quality in Public Institution of Higher Learning”, “Enhancing Quality of Faculty of Private Higher Education Institutions”, “Internationalization and International Linkages of Institutes of Higher Education in the country”, “Strategic Roadmap for Private Higher Education”. He chairs the SETARA and D-SETARA committee to evaluate quality of Institutions of Higher Learning for all Higher Education Institutes (public and private) in their teaching and learning for Malaysian Qualifications Agency (MQA). He sits on the National Research University Evaluation Committee, Ministry Centers of Excellence, and various committees on Research grants schemes. In this capacity he developed the various measuring instruments such as MyRA (Malaysian Research Assessment), the HiCOE (Higher Education Center of Excellence) and TBS (Top Business School). He has also provide services in various capacities to private companies and agencies other than education, including Federation of Malaysian Manufacturers, INTEL, Motorola, Sharp-Roxy, Toray Industries Malaysia, Silitek Corporation, Matsushita, Siemens, Epson Precision, Invest Penang, SERI, Tourism Malaysia, Asian Development Bank, FAMA, TNRD, MIMOS, JASA, World Bank, Sistem Televisyen Malaysia, MPC, INTAN, etc.

Methodology

The program is so designed to be interactive, with active participations of all attendees highly desirable. As such, it will include self-reflections at various stages, pre-program, during and post program. Discussions, brainstorming sessions and case study approaches will be the mainstay of the delivery of the program. Potential participants are encouraged to bring with them challenges and issues they may have to the discussions during the program.

Who Should Attend

- Supervisors
- HR Managers / Executives
- Project Managers
- HR Practitioners
- Young Executives
- Team Leaders