



MANAGING PERFORMANCE IN THE PUBLIC SERVICE

PURPOSE

The purpose of the course is to enable employees to familiarise themselves with the Performance Management and Development System (PMDS) as well as the principles of Performance Management as it is applicable in the Public Service. The course will address the four stages of the performance management cycle (Performance Planning and agreement, Performance monitoring and support, Performance review and appraisal, and Performance recognition).

TARGET GROUP

The course is aimed at:

- Members of the senior management services;
- Supervisors and line managers;
- All employees on levels 1-12.

LEARNING OUTCOMES

By the end of the course learners will be able to:

- Determine performance expectations and standards;
- Monitor and support performance;
- Review and appraise performance; and
- Act on performance outcomes.

ACCREDITATION

This workshop is non-credit bearing.

ASSESSMENT APPROACH

As the workshop is non-credit bearing learners will only perform formative assessment activities. After successful completion of the course, learners will receive a Certificate of successful completion.

DURATION

The course is presented over two working days.

Managing Information And Knowledge In The Public Sector

Eileen M. Milner



Managing Information And Knowledge In The Public Sector:

Managing Information and Knowledge in the Public Sector Eileen Milner, 2002-09-11 For the public sector which is globally the largest employer of people and repository of information managing information and knowledge is an extremely problematic area to address. The essence of both resources is that they are intangible; their impact and value cannot be measured through traditional accounting methods yet they are also paradoxically where the greatest value and potential for improvement is located. In this book Eileen Milner introduces the reader to the concepts of information and knowledge and explores a variety of tools and techniques which may be usefully adopted in actively managing and developing these resources. Wherever possible real life public sector case studies and examples are used to illustrate good practice as well as some of the pitfalls of poor application. Down to earth and taking into account the critically important characteristics unique to public services this will be an illuminating text both for managers and policy makers already working in the public sector and for those considering doing so. **Managing Information and Knowledge in the Public Sector** Eileen M.

Milner, 2000 Down to earth and taking into account the critically important characteristics unique to public services this is an illuminating text for anyone working or thinking about working in the public sector. *Managing Information & Knowledge in the Public Sector* Eileen M. Milner, 2000

Managing Information and Knowledge in the Public Sector Eileen Milner, 2002-09-11 Down to earth and taking into account the critically important characteristics unique to public services this is an illuminating text for anyone working or thinking about working in the public sector. Managing Information in the Public Sector Jay D White, 2015-02-12 This first of its kind survey covers both the basics of information technology and the managerial and political issues surrounding the use of these technologies. Unlike other works on information systems this book is written specifically for the public sector and addresses unique public sector issues and concerns. The technical basics are explained in clear English with as little technical jargon as possible so that readers can move on to informed analysis of the public policy issues surrounding government's use of MIS. This practical tool includes end of chapter summaries with bridges to upcoming chapters, numerous boxed exhibits, thorough end of chapter notes and a bibliography for further reading.

An Institutional Guide to Economics and Public Policy David E. McNabb, 2007 Introduces public management students and government and nonprofit administrators to the practices of Knowledge Management. This book focuses on knowledge management techniques in government agencies and it covers such concepts as collecting, categorizing, processing, distributing and archiving critical organization data and information. **Building a Competitive Public Sector with Knowledge Management Strategy** Al-Bastaki, Yousif, 2013-08-31 Organizational strategies in the public sector are constantly changing and growing. In order for organizations to remain successful and competitive they must ensure that the stream of knowledge is managed effectively. *Building a Competitive Public Sector with Knowledge Management Strategy* explores different practices and theories of knowledge management providing an efficient way of sustaining knowledge to

improve organizational learning and enhance company performance By intelligently analyzing current research this publication is beneficial to managers practitioners and researchers interested in increasing their knowledge management strategies in the public sector Knowledge Management Practices in the Public Sector Ismyrlis, Vasileios, Tarnanidis, Theodore, Moschidis, Efstratios, 2019-12-27 The public sector provides services to the public and does not expect to acquire financial gain hence the practices from the private sector could not be used efficiently without modification bearing in mind that the main scope of the public organization is to provide quality services to the citizens Knowledge management can acquire and transfer knowledge in order to succeed in this effort and to confront challenges that exist in the modern knowledge economy Therefore knowledge management can play a vital role in the reorganization of the public sector and its necessary organizational change Knowledge Management Practices in the Public Sector is a collection of innovative research on the methods and applications of improving the quality of public services through the implementation of knowledge management in public organizations While highlighting topics including intellectual capital risk assessment and organizational strategy this book is ideally designed for policymakers ICT consultants public sector workers public administrators government officials researchers scholars and students *Handbook of Research on Implementing Knowledge Management Strategy in the Public Sector* Yousif Abdullatif Albastaki, Adel Ismail Al-Alawi, Sara Abdulrahman Al-Bassam, 2019 This book explores different concepts factors strategies and practices that lead to the most effective and efficient way of utilizing managing and sustaining knowledge management in public sector organizations to improve organizational learning and performance excellence Provided by publisher **Managing Information in the Public Sector** Jay D. White, 2007 Covers both the basics of information technology and the managerial and political issues surrounding the use of these technologies *Managing Information Technology in a Global Economy* Information Resources Management Association. International Conference, 2001 Today opportunities and challenges of available technology can be utilized as strategic and tactical resources for your organization Conversely failure to be current on the latest trends and issues of IT can lead to ineffective and inefficient management of IT resources Managing Information Technology in a Global Economy is a valuable collection of papers that presents IT management perspectives from professionals around the world The papers introduce new ideas refine old ones and possess interesting scenarios to help the reader develop company sensitive management strategies *ECKM 2012-Proceedings of the 13th European Conference on Knowledge Management* Juan Gabriel Cegarra, 2012 **ECKM2015-16th European Conference on Knowledge Management** Maurizzio Massaro and Andrea Garlatti, 2015-09-02 These proceedings represent the work of researchers presenting at the 16th European Conference on Knowledge Management ECKM 2015 We are delighted to be hosting ECKM at the University of Udine Italy on the 3 4 September 2015 The conference will be opened with a keynote from Dr Madelyn Blair from Pelerei Inc USA on the topic The Role of KM in Building Resilience On the afternoon of the first day Dr Daniela Santarelli from Lundbeck Italy will

deliver a second keynote speech The second day will be opened by Dr John Dumay from Macquarie University Sydney Australia ECKM is an established platform for academics concerned with current research and for those from the wider community involved in Knowledge Management to present their findings and ideas to peers from the KM and associated fields ECKM is also a valuable opportunity for face to face interaction with colleagues from similar areas of interests The conference has a well established history of helping attendees advance their understanding of how people organisations regions and even countries generate and exploit knowledge to achieve a competitive advantage and drive their innovations forward The range of issues and mix of approaches followed will ensure an interesting two days 260 abstracts were initially received for this conference However the academic rigor of ECKM means that after the double blind peer review process there are 102 academic papers 15 PhD research papers 1 Masters research papers and 7 Work in Progress papers published in these Conference Proceedings These papers reflect the continuing interest and diversity in the field of Knowledge Management and they represent truly global research from many different countries including Algeria Austria Bosnia and Herzegovina Brazil Canada Chile Colombia Cuba Cyprus Czech Republic Estonia Finland France France Germany Hungary India Indonesia Iran Ireland Italy Japan Jordan Kenya Lithuania Mexico Nigeria Norway Pakistan Poland Portugal Romania Russia Slovakia Slovenia South Africa Spain Sri Lanka Sultanate of Oman Sweden Switzerland Thailand The Netherlands UK United Arab Emirates USA and Venezuela

Public Service Management ,1915 **International Labour Documentation** International Labour Office. Bureau of Library and Information Services,2001 Public Service Management Harvey James Gonden,Arthur W. Park,James Blythe Wootan,1916 **Managing the Public Sector** Grover Starling,1993 In this revision of his text the author continues to apply management ideas to real problems conveying to readers the excitement challenge and adventure of contemporary public administration Journal of Management Information Systems ,1996 **Civil Service Year Book** Stationery Office, The,1999 **Knowledge and Information Management in the Public Sector** Peter Griffiths,2009 Knowledge and information lie at the heart of the processes and operation of government and the public sector Yet the active management of these assets not to mention the recognition that they are assets in the same way as financial and physical assets are recognised is a recent phenomenon still regarded as a niche operation carried out by specialists with little connection to mainstream public administration work such as policy making

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