



**A new era in  
Public Sector Performance Management**

# Research Summary

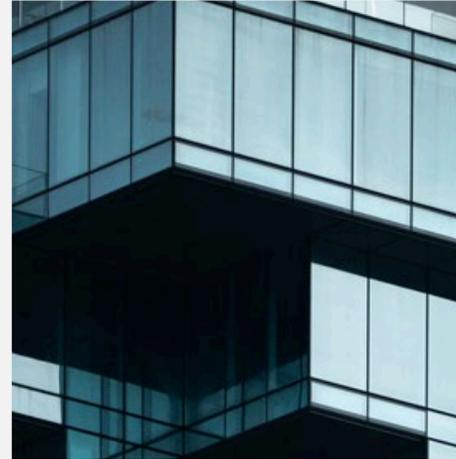
September/October 2024

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# Introduction

What is it?

- ANAO Definition: *formal and regular* performance management is a process for assessing and managing individual performance for all employees.



# Feedback



**Ana**

“I never look forward to performance management conversations They just tick a box”



**Roman**

“There is no point, they tick a box and we never see them again”



**Federico**

“What performance management conversation?”



**Jim**

“Sure, I’ll do it to say it’s done but I know the SES aren’t doing one for themselves.”



**Larissa**

“My manager just puts it off until it’s a rush and we enter some goals into a system and don’t have an actual conversation”





■ “At least 100 ways to measure employee performance in the public service have been developed”

■ **And yet, we still suck at it**



The numbers of boxes ticked, and systems used is the least impactful on performance, but the MOST complained about

**Love from your satisfied customers**



Managers make  
the biggest  
difference to the  
experience – yet is  
the least liked part  
of their role

But we offer over 500 courses in  
leadership/management



The relationship and  
setting up the  
“conversation” is more  
important to outcomes  
than the actual  
“conversation”

**But we reward the “conversation”**



Productivity is  
measured through  
engagement  
scores or self  
reflection

*But not consistently and we do nothing with it*

# Next steps

I need your help to get the survey out there and responded to and send me your current performance processes/policies.

The link will be in the chat and also in this slide pack

<https://www.surveymonkey.com/r/APSPerform>

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