



## DEPARTMENT OF PERSONNEL MANAGEMENT

### STRATEGIC POLICY DEVELOPMENT DIVISION

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### General Order Review Survey Questionnaire 30.04.2024

#### Purpose

The objective of the General Order Review Survey Questionnaire is to identify and establish common issues that is affecting the implementation of the current General Order – Fourth Edition (2012) in order to develop General Order Fifth Edition.

The targeted group would be the Human Resources Managers/senior HR officers of National Government Departments, Provincial Administrations, Provincial Health Authorities and General Hospitals.

The outcome of the data collected from this survey will be used as the evidence to justify the need for reviewing specific General Order provisions that has implementation issues in order to develop the revised General Order – Fifth Edition.

#### Instructions

**Return this survey questionnaire by Friday 3<sup>rd</sup> of May, 2024.**

This survey questionnaire comprises of open ended and close ended questions with space provided under each question for stating your issues with explanations. ***(The Space provided is limited and therefore you are asked to provide attachment on the issues encountered for each General Order).***

- i. You are to tick the appropriate boxes and state the issue and explain how it affects the implementation of a particular General Orders from 1-23.
- ii. You are asked to write any general comments regarding the General Orders 1-23 under the space provided for General Comment.
- iii. There is no right or wrong answer, your honest answer or comments will be treated highly confidential.

#### **Questions:**

#### **General Order 1 – Staffing Arrangements & Other Personnel Management Matters in Provincial & District Administrations?**

1. Are all procedures outline in General Orders 1 applicable to the staffing arrangements and other personnel management matters in provincial and district administrations? Yes  No

If No, provide the issues concerning the implementation of General Order One and give details.  
Issue:

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General Comment:

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**General Order 2 – Organizational Design, Establishments & Staffing Budgets.**

2. Have you encounter any practical issues in implementing General Order two in terms of designing Organizational structure, establishments and Staffing Budgets in your organization? Yes  No

If yes, identify the issue and state whether it's a policy or operational issue that affects the implementation of General Order two?

Issue:

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General Comment:

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**General Order 3 – Recruitment, Selection, Appointment and Staff Reporting.**

3. Have you encounter any issue concerning General Order 3?  Yes  No

If Yes, state your issue and explain.

Issue:

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General Comment:

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**General Order 4 – Probationary & Permanent Appointment, Retirements & Terminations.**

4. Is the probationary & Permanent Appointment, Retirement and Termination procedure effective in its implementation stage? Yes  No

If No, identify the specific issue and also state whether it's a policy or operational issue that affects the implementation of the above General Order?

Issue:

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General Comment:

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**General Order 5 - Staff Development, Career Path Planning & Competency Based Performance Appraisal.**

5. Is the Staff Development, Career Path Planning & Competency Based Performance Appraisal (SPA) process effective at the operational stage?  Yes  No

If no, identify the specific issue and also state whether it's a policy or operational issue that affects the implementation of the above General Order?

Issue:

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General Comment:

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**General Order 6 – Training and Development.**

6. Is your organizational Training and Development Plan functional?  Yes  No

If no, please identify the specific issue that affects the implementation of the training and development plan in your organization?

Issue:

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General Comment:

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**General Order 7 – Part time and Casual Employees.**

7. Is your organization still recruiting part time and Casual Employees?  Yes  No

If yes, please identify the specific issue and provide details?

Issue:

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General Comment:

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**General Order 8 – Departmental Head and Provincial Administrators.**

8. Have you encounter any practical or policy issue concerning the appointment and administration of the departmental head and provincial administrators?  Yes  No

If Yes, identify the specific issue that affects the implementation of the above General Order?  
Issue:

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General Comment:

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**General Order 9 – Contracts for Senior Officers Appointed to Management Positions.**

9. Have you encounter any practical issue regarding the application of General Order 9?  Yes  No

If yes, identify the issue and explain how this issue affects the implementation of this General Order?  
Issue:

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General Comment:

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**General Order 10 – Short Term National Contracts.**

10. Is there any practical issue that you encountered during the implementation of General Order 10?  Yes  No

If yes, provide the issue and explain how this issue affects the implementation of this general Order?  
Issue:

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General Comment:

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**General Order 11 – Employment of Non - Citizens.**  Yes  No

11. Is there any practical issue affecting the implementation of the General Order 11?

If yes, state the issue and provide detail?  
Issue:

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General Comment:

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**General Order 12 – Engagement of Consultants.**

12. Have you come across any issue affecting the implementation of General Order 12?  Yes  No

If yes, state the issue and explain how it affects the implementation of the above General Order?

Issue:

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General Comment:

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**General Order 13 – Salaries and Allowances.**

13. Have you experienced any issue affecting the implementation of General Order 13?  Yes  No

If yes, Highlight the issue and explain how it affects the implementation of the above General Order?

Issue:

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General Comment:

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**General Order 14 – Officers’ Leave Entitlements.**

14. Is there any practical issue affecting the implementation of General Order 14?  Yes  No

If yes, identify the issue that affects the implementation of the above General Order?

Issue:

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General Comment:

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**General Order 15 – Officers’ Discipline (Non Contract).**

15. Have you experience any issue affecting the implementation of this General Order 15?

Yes  No

If yes, state issue and explain how it affects the implementation of the above General Order?  
Issues:

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General Comment:

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**General Order 16 – Redundancy and Retirement in the Public Service.**

16. Do you experience any issue affecting the implementation of this General Order?  Yes  No

If yes, state the issue and explain how it affects the implementation of the above General Order?  
Issues:

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General Comment:

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**General Order 17 – Public Officers’ Superannuation.**

17. Do you think of any issue affecting the implementation of this General Order?  Yes  No

If yes, highlight the specific issue and explain how it affects the implementation of the above General Order?  
Issues:

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General Comment:

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**General Order 18 – Occupational Health and Safety and Workers Compensation.**

18. Have you experience any issue affecting the implementation of this General Order?  Yes  No

If yes, state issue and explain how it affects the implementation of the above General Order?  
Issues:

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General Comment:

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**General Order 19 – Government Office Accommodation and Public Service Housing.**

19. Is there any issue affecting the implementation of General Order 19?  Yes  No

If yes, state the issue and explain how it affects the implementation of the above General Order?  
Issues:

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General Comment:

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**General Order 20 – Engagement in Business Activities Outside of Public Service Employment & Other important Provisions Governing Conduct.**

20. Is there any practical issue affecting the implementation of this General Order?  Yes  No

If yes, identify the specific issue and also state whether it's a policy or operational issue that affects the implementation of the above General Order?  
Issues:

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General Comment:

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**General Order 21 – Industrial Relations in the Public Service.**

21. Do you think of any practical issue affecting the implementation of this General Order?  
 Yes  No

If yes, identify the specific issue and also state whether it's a policy or operational issue that affects the implementation of the above General Order?  
Issues:

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General Comment:

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**General Order 22 – The Public Service Commission.**

22. Have you encounter any issue affecting the implementation of this General Order?  Yes  No

If yes, state the issue and explain how it affects the implementation of the above General Order?  
Issues:

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General Comment:

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**General Order 23 – Management of Personnel Records.**

23. Is there any practical issue affecting the implementation of General Order 23?  Yes  No

If yes, identify the specific issue and explain how it affects the implementation of the above General Order?

Issues:

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General Comment:

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**General Order 24 – Management of Government Integrated HR Payroll Systems**

24. Is there any practical issue affecting the implementation of General Order 24?  Yes  No

If yes, identify the specific issue and explain how it affects the implementation of the above General Order?

Issues:

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General Comment:

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