

SUBCHAPTER 01O - PERFORMANCE MANAGEMENT SYSTEM

SECTION .0100 - GENERAL PROVISIONS

25 NCAC 01O .0101 POLICY

Each agency shall have an operative performance management system as provided in 25 NCAC 01O .0102-.0106 and that has been approved by the State Human Resources Commission for compliance with these Rules. The State Human Resources Director shall use the standards identified in the rules in this Section:

- (1) to help agencies establish, administer and revise their performance management systems; and
- (2) to review and approve any substantive changes to an agency's performance management system based on their compliance with the rules in this Section.

History Note: Authority G.S. 126-4; 126-7;
Eff. January 1, 1990;
Amended Eff. August 1, 2007; March 1, 2005.

25 NCAC 01O .0102 PURPOSE

The purposes of the performance management system are to ensure that:

- (1) The work performed by employees accomplishes the work of the agency;
- (2) Employees have an understanding of the quality and quantity of work expected from them;
- (3) Employees receive ongoing information about how effectively they are performing relative to expectations;
- (4) Awards and salary increases based on employee performance are distributed accordingly;
- (5) Opportunities for employee development are identified; and
- (6) Employee performance that does not meet expectations is addressed

History Note: Authority G.S. 126-4; 126-7;
Eff. August 1, 2007.

25 NCAC 01O .0103 COMPONENTS OF A PERFORMANCE MANAGEMENT SYSTEM

An operative performance management system shall consist of:

- (1) A process for communicating employee performance expectations, maintaining ongoing performance dialogue, and conducting annual performance appraisals;
- (2) A procedure for addressing employee performance that falls below expectations;
- (3) A procedure for encouraging and facilitating employee development;
- (4) Training in managing performance and administering the system; and
- (5) A procedure for resolving performance pay disputes.

History Note: Authority G.S. 126-4; 126-7;
Eff. August 1, 2007.

25 NCAC 01O .0104 RATING SCALE

The annual performance appraisal shall use a five-level rating scale for reporting overall performance. A rating at the midpoint of the scale shall indicate that an employee's performance has met expectations. Alternative rating scales are permissible provided they are convertible to a five-level scale. Performance-based awards and salary increases shall be distributed in accordance with G.S. 126-7.

History Note: Authority G.S. 126-4; 126-7;
Eff. August 1, 2007.

25 NCAC 01O .0105 DISPUTE RESOLUTION

Employee disputes concerning their performance appraisal or the amount of their performance-based award shall be addressed in accordance with 25 NCAC 01J .0900.

History Note: Authority G.S. 126-4; 126-7;

Eff. August 1, 2007.

25 NCAC 010 .0106 MONITORING, EVALUATING, REPORTING

(a) The Human Resources Director in each agency shall monitor the administration of the performance management system to determine that appraisal ratings are made accurately and that performance-based salary increases and awards are distributed based on appraisals.

(b) Each agency shall evaluate its performance management system at least every three years to determine how effectively the system is meeting the purposes stated in 25 NCAC 010 .0102 and take actions to improve the system if necessary. Evaluation findings and any improvement actions shall be reported to the State Human Resources Director.

*History Note: Authority G.S. 126-4; 126-7;
Eff. August 1, 2007.*

SECTION .0200 - THE PERFORMANCE MANAGEMENT SYSTEM

25 NCAC 010 .0201	PERFORMANCE MANAGEMENT PROCESS
25 NCAC 010 .0202	COMPONENTS OF AN OPERATIVE SYSTEM
25 NCAC 010 .0203	RELATIONSHIP/PERFORMANCE MGMT/OTHER HUMAN RESOURCES SYSTEMS
25 NCAC 010 .0204	RESPONSIBILITIES OF THE STATE PERSONNEL COMMISSION
25 NCAC 010 .0205	RESPONSIBILITIES OF THE OFFICE OF STATE PERSONNEL
25 NCAC 010 .0206	RESPONSIBILITIES OF AGENCIES

*History Note: Authority G.S. 121-5; 126-4; 126-4(8); 126-7;
Eff. January 1, 1990;
Amended Eff. April 1, 2005; March 1, 2005; July 1, 1991;
Repealed Eff. August 1, 2007.*

25 NCAC 010 .0301	IN GENERAL
25 NCAC 010 .0302	BENEFITS
25 NCAC 010 .0303	THE PERFORMANCE MANAGEMENT PROCESS
25 NCAC 010 .0304	COMPONENTS OF AN OPERATIVE SYSTEM

*History Note: Authority G.S. 126-4; 126-7; 126-7(c)(7a); 143A-17; 143B-10(h);
Eff. January 1, 1990;
Amended Eff. July 1, 1991; January 1, 1991;
Repealed Eff. March 1, 2005.*

25 NCAC 010 .0305 OPTIONAL COURSES OF ACTION BETWEEN 1989 AND JULY 1, 1991

*History Note: Authority G.S. 126-4; 126-7;
Eff. January 1, 1990;
Repealed Eff. July 1, 1991.*