

Three Levels of Capacity Assessment

01

**Organizational
Performance Gap
Assessment**

03

**Individual
Performance Gap
Assessment**

02

**Operational/Task
Performance Gap
Assessment**



OCA Example

Organizational Assessment Performance Gaps	Staffing Groups Affected	Operational/Task Performance Gaps	Recommended Capacity Strengthening Solutions	Data Source/Tools
STRATEGIC LEADERSHIP				
Limited leadership support	Office heads, Process owners, Committee chair persons	Lack of competencies related to problem solving, decision-making, negotiating and persuasion.	<ul style="list-style-type: none"> • Training on leadership skills • Revise recruitment practices related to leadership appointments 	IA, MTRR, FGDs

OCA Example...cont'd.

Organizational Assessment Performance Gaps	Staffing Groups Affected	Operational/Task Performance Gaps	Recommended Capacity Strengthening Solutions	Data Source/Tools
HUMAN RESOURCES				
High staff turnover	HR Process owner, HR staff, NRM/AE Process owners, Civil Service staff	<ul style="list-style-type: none"> • Low morale • No fair performance appraisal system • Unclear roles & resp. for new staff 	<ul style="list-style-type: none"> • Identify non-financial incentives for AGP staff • Identify ways to create an overall positive work environment 	IA, MTRR, FGDs