



SOUTH EASTERN KENYA UNIVERSITY

**EXCELLENCE**  
AWARD POLICY



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## 1. Preamble.

(1) South Eastern Kenya University (SEKU) was established by charter on 1st March, 2013. SEKU main Campus is located off the Machakos – Kitui road, 17Km from Kwa Vonza market. SEKU operates campuses in Machakos Town, Wote Town and Mito Andei Town.

(2) Studies have shown that all employees are motivated when they are recognized and appreciated for excellent work they do for their employer. It has also been shown that values-based employee recognition contributes significantly to bottom-line organizational metrics like staff retention, safety, wellness, and even reduced costs of operation.

(3) The South Eastern Kenya University (SEKU) has embraced performance management to guarantee delivery of quality products and services to its clients and as such has recently attained ISO 9001-2015 certification.

(4) In line with global best practices, SEKU deems it necessary to identify and recognize staff and departments that excel in the discharge of their roles and responsibilities. In this respect, SEKU aims to set forth a frame work to sustainably and comprehensively motivate staffs who perform their duties at their uttermost efficiency and achieve results for the University and its clients/ stakeholders.

(5) A key element in performance management is rewarding for exemplary performance and sanctioning of poor performance within a framework that also supports the university objectives to attract, nurture and retain qualified and highly productive staff. This policy is aligned to the SEKU Strategic Plan for 2019-2023 and the Public Service Excellence Award that recognizes public service employees who have demonstrated excellence in achieving results for the service and Kenya at large.

## 2. The Mandate, Vision, Mission, Values and Philosophy

(1) **Mandate:** The core mandate of the University is teaching and learning, research and innovation, outreach and community service

(2) **Vision:** To be a globally competitive Centre of Excellence in Teaching, Research, Innovation and Service

(3) **Mission:** To provide quality education through teaching, research, extension, innovation and entrepreneurship with emphasis on food security, health, engineering, and natural resources management

(4) **Core Values:** In order to achieve the vision and mission, we will be guided by the following core values:

- (a) Professionalism.
- (b) Innovation.
- (c) Integrity.
- (d) Freedom of thought.
- (e) Teamwork.
- (f) Respect for and conservation of the environment.
- (g) Discipline and hard work.

(5) **Philosophy:** South Eastern Kenya University is transforming lives and improving the environment from arid to green through innovative teaching, research and community service.

### **3. Rationale for the SEKU Award Scheme.**

(1) The South Eastern Kenya University (SEKU) policy on rewards and recognition aims at encouraging and acknowledging excellence in work performance for members of staff in line with the University mandate. Therefore, achievements that contribute to the overall vision and mission of SEKU will be recognized. The scheme also aims at creating a culture of appreciation and celebration through various awards and recognition programmes.

(2) The award scheme expects that all university staff shall aim at achieving and exceeding personal and departmental targets and directly or indirectly contributing to achieving and surpassing the objectives set in the five-year University strategic plan.

### **4. Objectives.**

**(1) The objectives of staff reward policy shall be to:**

- i. Create an environment and institutional culture of shared success, excellence and commitment.
- ii. Set standards of high performance and to encourage a team-oriented culture.
- iii. Motivate staff to utilize their potential to exceed set targets and demonstrate exceptional performance in their set targets.
- iv. Focus on customer satisfaction and receive excellent client feedback in South Eastern Kenya University.
- v. Create practical mentors and role models for others to emulate and surpass.
- vi. Motivate staff to commit to serve SEKU for extended period of time.

## 5. Scope.

(1) The proposed South Eastern Kenya University award and recognition policy shall apply to all staff levels within the University including both those on permanent and those on contract terms.

The University shall show its appreciation to staff or departments that:

- i. Have received excellent customer feedback.
- ii. Demonstrated and exceeded performance contract targets.
- iii. Demonstrated innovativeness in duty performance.

## 6. Award Profile

### Category (1): Customer focused service delivery award.

This award shall recognize outstanding achievements in improvement of service delivery with a specific focus on clients/ customers of the University. Individuals and teams/departments will be eligible to participate in showcasing activities that they are involved in which demonstrate exemplary client focused service delivery.

The individual or team / department will provide evidence of client focused service delivery within the last three (3) years. The award shall be categorized as an Individual Award and Team/ Department Award.

#### (1a): Customer Service Individual Award.

**Nominee Type:** The category is open for individual nominations.

**Award Description:** The award shall recognize a staff member who has made significant impact in delivery of services(s) to the University Clients.

**Criteria:** The successful candidate must;

- i. Demonstrate improved access to as well as innovativeness in delivery of excellent services to the University clients.
- ii. Demonstrate responsiveness in delivery of services to clients.
- iii. Demonstrate positive influence to change client's perception of the University hence improving transparency in delivery of services.
- iv. Have received excellent customer feedback.

#### (1b): Customer Service Team / Department Award.

**Nominee Type:** This category is open for teams / departments nomination.

**Team / Department Description:** A team refers to a group of staff, unit / department, project team or committee of the University. The team will be limited to a maximum of fifteen (15) members.

**Award Description:** The award shall recognize teams / units / departments that have made significant impact in delivery of quality services to the University clients.

**Criteria:** The successful team / unit / department must;

- i. Fall within the definition of team as stated above.
- ii. Demonstrate improved access to as well as innovativeness in delivery of excellent services to the University clients.
- iii. Demonstrate responsiveness in delivery of services to clients.
- iv. Demonstrate positive influence to change client's perception of the University while improving transparency in delivery of services.
- v. Have received excellent customer feedback.

## **Category (2): Innovation and Productivity Award.**

This category of award shall recognize University staff who have developed significant ideas and transferable innovations that use new or improved approaches. These innovations shall advance the status of the University and also contribute to key Government of Kenya agenda such as the 'Big four (4) agenda', 'Vision 2030' and sustainable Development Goals (SDGs).

This award shall encourage staff to be innovative and creative in seeking solutions to challenges facing it as well as the Country at large.

**Scope:** This category is open to all staff of the University. The category shall have several awards within it.

### **(2a): Researcher (s) of the year award - Publications Category.**

**Nominee Type:** This category is open for individual academic staff or research teams.

**Award Description:** The award shall recognize an academic member or research team (as defined in 1b) that has published his/her/their research work in high impact factor journals and accumulated the highest factor points in a year.

**Criteria:** The successful candidate or team must;

- i. Provide proof of publication(s) in high impact factor journal(s) by submitting manuscript proofs.

### **(2b): Researcher(s) of the year award - Grants Category.**

**Nominee Type:** This category is open for individual academic staff, non academic staff or research teams (as defined in 1b).



**Award Description:** The award shall recognize an academic staff member or research team (as defined in 1b) that has attracted the highest research funds to the University.

**Criteria:** The successful candidate or research team must:

- i. Attract substantial funds to the University.
- ii. Provide proof of grant award including evidence of disbursement.

### **(2c) Innovator of the year award Category.**

**Nominee Type:** This category is open for individual academic and non academic staff of research teams (as defined in 1b).

**Award description:** This award shall recognize individuals or teams who have innovated products, services or processes that address a challenge(s) facing Kenya. The innovation must be registered as an intellectual property and is either commercialized or is in the process of being commercialized.

**Criteria:** The successful candidate or team must;

- i. Submit proof of the innovation by presenting an Intellectual Property Right (IPR) or an application for an IPR.
- ii. Submit a sample of the product or design or utility model of the process or service.
- iii. Demonstrate use of the product, process and service.
- iv. Submit proof of commercialization of product, process or service.

### **Category (3): Outreach Champion Award.**

This category of award shall recognize University staff who have made significant strides in growing the University foot print by developing, growing and sustaining viable linkages with partners in the higher education sector, Government Ministries and Agencies, Industries, Philanthropies, Development Partners, Inter- Governmental Agencies, United Nation Agencies etc.

**Award Description:** The award shall recognize individual staff or teams (as defined in 1b) that have contributed to significantly growing the University outreach effort and foot print.

**Criteria:** The successful candidate or team must;

- i. Demonstrate formal establishment, growth and sustenance of viable and robust linkages with external partners.
- ii. Provide profile (s) of partners formerly engaged with.
- iii. Demonstrate benefits accruing to the University and the Country from the partnership.

## **Category (4): Long Service Award.**

This category of award shall recognize University staffs who have diligently and faithfully served the University for extended periods of time; ten (10) years (Bronze Award), fifteen (15) years (Silver Award) and twenty (20) years (Gold Award).

**Criteria:** The successful candidate must;

- i. Have served the University continually for above 10 years.
- ii. Not have received a warning letter nor have had any disciplinary case against him/her.
- iii. Have consistently met their annual targets as evidenced in the performance Appraisal and development form.

## **7. General Eligibility Criteria.**

### **(1) Nomination for Individual Awards.**

To qualify for an individual nomination for any award, candidates must meet the following criteria; The nominee(s):

- i. Should be a regular staff member of South Eastern Kenya University
- ii. Should have been in service for at least six months
- iii. The nominee should have no formal disciplinary letter on file within the past 6 months
- iv. Must provide credible evidence of the outstanding performance

### **(2) Nomination for Team Awards.**

To qualify for a team/ department award, the team/ department must meet the following criteria;

- i. The team must consist of SEKU staff.
- ii. Demonstrate professional excellence in service delivery or innovation.

### **(3) Additional Requirements.**

For each individual nominee/team/department, the following should be submitted;

- i. Evidence/ support materials on each achievement area as may be appropriate (such evidence/ material may include; written testimonials by colleagues/supervisor/ beneficiaries, publications, patents or patent applications, utility models, video recordings etc).
- ii. Duly completed nomination form.

## 8. The Nomination Process

- (1) At the end of every financial year, the Awards Standing Committee (ASC) shall advertise nomination/application for the awards through the SEKU website and staff email.
- (2) All the eligible staff members will be encouraged to apply.
- (3) The nomination/application process shall include:
  - a) Completion of a nomination form
  - b) Attachment of credible evidence
  - c) Formal submission of the duly completed form to the Chairperson of the Award Standing Committee.
- (4) The nomination form (tool) shall contain:
  - a) Name of nominee(s)
  - b) Category nominated
  - c) Key performance indicators
  - d) Targets
  - e) Evidence of performance
  - f) Any other relevant information that might be deemed necessary by the Award Standing committee.
- (5) The Awards Standing Committee (ASC) shall within sixty (60) days of receipt of nomination;
  - a) Analyze the nomination forms.
  - b) Shortlist and interview qualified nominees.
  - c) Collect, collate and package supporting evidence, including completing all relevant forms.
  - d) Submit recommendations with a list of not more than three (3) successful nominees in each category of award (proposed winner, 1st runner up and 2nd runner up) documents in three (3) and confirmed minutes signed by all members to the Vice Chancellor.
- (6) The Vice Chancellor shall on receipt of the submissions from ASC, table the same to the University Management Board for approval and also appropriately inform the University Council for noting.
- (7) The Vice Chancellor shall announce the winners of the different wards during a ceremony with staff.
- (8) The Award standing Committee (ASC) shall establish a SEKU wall of fame.

## 9. Applicable Awards.

The guiding principles are as follows;

(1) The rewards and recognitions shall be given for outstanding performance and shall not be viewed as entitlements by staff.

(2) South Eastern Kenya University shall recognize exceptional staff performances in a variety of ways including:

- i. Written recognition
- ii. Financial bonuses.
- iii. Certificates of Recognition/ Excellence.
- iv. The purchase of extra tools of service
- v. Entry in to the SEKU wall of fame
- vi. Lapel pins
- vii. Trophies
- viii. Any other as may be determined from time to time

(3) Individual Awards.

The overall winner in any of the awards shall be awarded;

- i. Certificate of excellent performance.
- ii. Placement in the SEKU wall of fame.
- iii. Financial bonus of Kshs. 30, 000.
- iv. Trophy.

**1st Runners up.**

- i. Certificate of excellent performance.
- ii. Financial bonus of Kshs. 20,000.
- iii. Trophy.

**2nd Runners up.**

- i. Certificate of excellent performance.
- ii. Financial bonus of Ksh. 10,000.
- iii. Trophy.

(4) Team Awards.

The team awards will include;

- i. Overall winner – team plaque, certificate of recognition cash award of Ksh. 50,000.
- ii. 1st Runners up – team plaque, certificate of recognition, cash award of Ksh. 30,000.
- iii. 2nd Runners up – team plaque, certificate of recognition, cash award of Ksh. 20,000.

#### (5) Long Service Awards.

- i. 20 years – Certificate of long service, lapel pin.
- ii. 15 years – Certificate of long service, lapel pin.
- iii. 10 years – Certificate of long service, lapel pin.

## 10. Sustaining the Award Program.

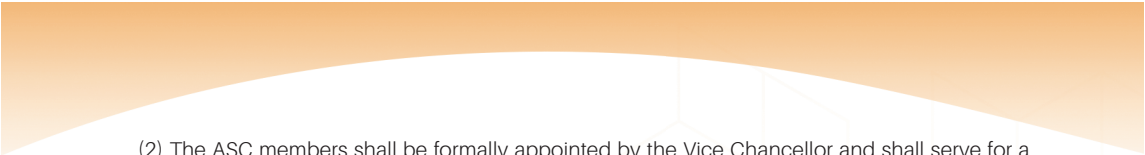
(1) The Award program shall cost Ksh. 600,000 per year (comprised of cash awards of Ksh. 400,000 and costs of procuring certificates and trophies/ plaques of Ksh. 200,000) and shall be sustained through:

- i. Generation of internal incomes e.g. sale of farm produce.
- ii. External funding such as utilization of administrative research funds, utilization of consultancy fees.
- iii. Budgetary allocation.
- iv. Use of non-monetary awards.
- v. Rotation of non-personalized awards e.g. annual movement of trophies from one winner to another.

## 11. Composition of the Award Standing Committee (ASC).

(1) It is proposed that the Award Standing Committee be composed of the following;

SN	Category	Suggested
i.	Chairman	Senior member of staff nominated by Management
ii.	Human Resource Division	Head, Human Resource Department.
iii.	Finance Division	Finance Officer
iv.	Academic Division	Director of Research, Innovation and Technology (DRIT)
v.	Academic staff representatives	Two (2) Members of Teaching Staff.
vi.	Non-teaching staff representative	One (1) Non-teaching staff Representative in Grades 5-14. One (1) Non - teaching staff representative in Grade I-IV.
vii.	Performance contracting and QMS representative	Director PC&QMS to provide Secretariat
viii.	Public Relations	Public Relations Manager



(2) The ASC members shall be formally appointed by the Vice Chancellor and shall serve for a period of three (3) years renewable.

## **12. Accessing the Nomination Forms.**

(1) The nomination forms will be available in the University website.

## **13. Review of policy**

(1) These policy guidelines shall be reviewed once every three (3) years or as may be necessary from time to time.





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