

Performance Management Practices in the South African Police Service in the Western Cape, South Africa

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ABSTRACT Effective performance can be executed only when organisations are able to execute each key component of the performance management process well. They not only set goals and plan work routinely, they measure progress toward those goals and give feedback to employees, develop the skills needed to reach them and recognise the behaviour and results through rewarding. This paper assessed the application of the performance management system at the South African Police Service (SAPS) with the intention of finding better approach for the management of employee performance at the Nyanga Police station. This study revealed some internal and external factors that are potential threats to the SAPS initiatives in providing effective performance management. A mixed method was employed for collecting and analysing data. Findings and recommendations from this study contribute towards the management and effective employee performance management system in the public service.