



## Department of Transformation and Shared Services Office of Personnel Management

**Policy Title:** Performance, Goals, and Compensation System (PGCS)

**Policy Number:** 29

**Authority:** Ark. Code Ann. § 21-5-1001 and § 21-5-1101

**Effective Date:** February 26, 2021

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The Office of Personnel Management (OPM) has developed a performance evaluation and performance increase pay system for employees of all departments, state agencies, boards, and commissions covered by the Uniform Classification and Compensation Act. The pay-for-performance system, called Performance, Goals, and Compensation System (PGCS) is an electronic system accessed through the [Empowering Arkansas State Employees \(EASE\) application](#).

OPM has determined statewide performance standards called [Groups and Measurements](#). A department will select from the Groups and Measurements to establish the criteria each employee will be evaluated on during the rating period. There are five rating categories.

### Rating Categories

**Role Model** – Employee's performance is exceptional and serves as a model for other employees. The employee made a major positive impact on the agency.

**Highly Effective** – Employee's performance consistently surpasses established standards. The employee accomplished tasks and duties above requirements and made a positive impact on the agency.

**Solid Performer** – Employee's performance meets all requirements for the position in a competent and proficient manner. This represents the expected level of performance as established by the agency director or supervisor.

**Needs Development** – Employee's performance periodically falls short of requirements or the employee requires development in the position.

**Unacceptable** – Employee's performance is inadequate, and the employee has demonstrated an inability or unwillingness to improve or meet requirements.

### Distribution

Departments will be provided a normalized distribution curve, and overall performance evaluation results will be determined by the Department Secretary.

### Performance Increases

All increases are subject to the availability of funding as determined by the Governor and the Chief Fiscal Officer of the State. Available funding and performance results will determine the final percentage increase for each department. This is typically determined at the end of the fiscal year (early June). Performance increases will be added to the employee's base salary. Employees compensated at the maximum pay level will receive a lump sum payment.



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### Confidentiality

Performance evaluations are confidential and are not to be shared with individuals who do not require access. Any employee found to have violated confidentiality will be subject to disciplinary action up to and including termination.

### Failure to Complete a PE

A manager who fails to complete an employee's performance evaluation by the designated deadline may be ineligible for a performance increase or subject to disciplinary action as determined by the Department Secretary.

### Disciplinary Actions

An employee who received a written disciplinary action during the rating period is ineligible to receive an overall rating of Highly Effective or Role Model. Each department has the authority to establish additional restrictions.

### Employees on Inactive Status

An employee on extended leave without pay, including military leave, will be evaluated and receive an overall score during the same period as other employees. The salary increase will be effective when the employee returns to active pay status and will not be applied retroactively.

### Appeal Process

There is no statewide appeal process. Each department may establish its own internal process for reviewing employee appeals of performance evaluations.

### Additional resources

Employees are encouraged to talk with their supervisor or human resources manager regarding any department-specific questions about the performance evaluation process.