

Arkansas Merit Pay System

- Reward system based on annual performance evaluations
- Authorized by Ark. Code Ann. Title 21, Chapter 5, Subchapters 10 & 11
- Regular full or part time employees in continuous employment for 12 months are eligible
- Receiving discipline of written reprimand or higher disqualifies employee from merit pay bonus
- Paid as lump sum in last pay period of fiscal year
- Evaluations occur within the last 90 days of the employee's rating period
- Not construed as exceeding maximum salary
- Employee's duties, performance, and relative importance of duties considered during performance evaluation
- Managers who fail to complete subordinate evaluations are ineligible
- Performance assigned one of four ratings and a bonus percentage based on employee's salary (current rates are in the table; maximum is 4.5%, 3%, and 1.5%, respectively)

Rating	Description	Bonus
Exceeds Standards	Highest quality work. Assignments are accomplished in exceptional manner seldom seen in agency.	3%
Above Average	High quantity and quality of work on regular basis. Demonstrates outstanding skills and abilities.	2%
Satisfactory	Meets all or most expectations and occasionally exceeds them.	1%
Unsatisfactory	Does not meet expectations, requires more than normal guidance/direction.	0%

- Supervisors create work plans for employees at beginning of each ratings period
- Includes relevant tasks, duties, and standards
- Best performance standards are:
 - Measurable
 - Observable
 - Realistic
 - Within the control of the employee
 - Expressed in terms of expected results

Sample Performance Standard--Professionalism and Professional Development

Provides accurate and timely responses to inquiries and requests. Conforms to laws, regulations, policies, and procedures. Promptly responds to all correspondence, email, phone calls, and requests from the public and administrators. Represents the agency in a professional manner at all times. Punctual in attendance. Conducts official business in an honest and ethical manner. Expresses ideas and issues in an effective, respectful, and clear manner, even in stressful or unexpected situations. Exercises initiative and sound independent judgment when making decisions. Generates, explores, and applies new ideas and solutions. Sets goals for improvement of knowledge and skills and incorporates learning into practice.

OPM Training Courses

- Arkansas Government Basics
- HRkansas for Supervisors
- Discipline & Grievance Handling
- Interpersonal Communication
- Presenting Testimony
- Basic AASIS Navigation
- Time Recording & Approval
- APERS Workshop
- AASIS Human Resources/Personnel Administration
- AASIS Funds Management
- AASIS Materials Management—Outline Agreements
- AASIS Materials Management—Purchase Order Process