



## **GLOSSARY**

<b>Accountability</b>	–	It is about keeping accurate record for reference or justification.
<b>Enthusiasm</b>	–	Intensity of feeling or eagerness.
<b>Fairness</b>	–	The property of being able to give equal attention.
<b>Innovative</b>	–	Characterized by the creation of new things.
<b>Observation</b>	–	To look with sincerity and gain intended information.
<b>Performance</b>	–	To show the capabilities of the person.
<b>Prospective</b>	–	Someone likely to be succeed in future.
<b>Rating</b>	–	To value or rank in relation to others.
<b>Specialist</b>	–	To be an expert in a particular field or area
<b>Staff morale</b>	–	The degree of confidence, enthusiasm or determination of the staff towards the common objectives.