





## DEPARTMENT OF TOURISM AND HOSPITALITY MANAGEMENT

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## Instrument for Performance Effectiveness of Administrative Staff

Rating Period: July to November 30, 2023

Name of Staff: Noessa C. David Position: Administrative Aide IV

Instruction to supervisor: Please evaluate the effectiveness of your subordinate in contributing towards attainment of the calibrated targets of your department/office/center/college/campus

using the scale below. Encircle your rating.

| Scale | Descriptive Rating | Qualitative Description   |  |
|-------|--------------------|---|--|
| 5     | Outstanding        | The performance almost always exceeds the job requirements. The staff delivers outputs which always results to best practice of the unit. He is an exceptional role model |  |
| 4     | Very Satisfactory  | The performance meets and often exceeds the job requirements  |  |
| 3     | Satisfactory       | The performance meets job requirements  |  |
| 2     | Fair               | The performance needs some development to meet job requirements   |  |
| 1     | Poor               | The staff fails to meet job requirements  |  |

| A. Commitment (both for subordinates and supervisors) |   |            | Scale |   |   |   |  |
|---|---|------------|-------|---|---|---|--|
| 1.  | Demonstrates sensitivity to client's needs and makes the latter's experience in transacting business with the office fulfilling and rewarding.  | <b>(5)</b> | 4     | 3 | 2 | 1 |  |
| 2.  | Makes self-available to clients even beyond official time   | (5)        | 4     | 3 | 2 | 1 |  |
| 3   | Submits urgent non-routine reports required by higher offices/agencies such as CHED, DBM, CSC, DOST, NEDA, PASUC and similar regulatory agencies within specified time by rendering overtime work even without overtime pay | (5)        | 4     | 3 | 2 | 1 |  |
| 4.  | Accepts all assigned tasks as his/her share of the office targets and delivers outputs within the prescribed time.  | 5          | 4     | 3 | 2 | 1 |  |
| 5.  | Commits himself/herself to help attain the targets of his/her office by assisting co-<br>employees who fail to perform all assigned tasks   | (5)        | 4     | 3 | 2 | 1 |  |
| 6.  | Regularly reports to work on time, logs in upon arrival, secures pass slip when going out on personal matters and logs out upon departure from work.  | 5          | 4     | 3 | 2 | 1 |  |
| 7.  | Keeps accurate records of her work which is easily retrievable when needed.   | (5)        | 4     | 3 | 2 | 1 |  |
| 8.  | Suggests new ways to further improve her work and the services of the office to its clients   | 5          | 4     | 3 | 2 | 1 |  |
| 9   | Accepts additional tasks assigned by the head or by higher offices even if the assignment is not related to his position but critical towards the attainment of the functions of the university                             | 5          | 4     | 3 | 2 | 1 |  |
| 10.   | Maximizes office hours during lean periods by performing non-routine functions the outputs of which results as a best practice that further increase effectiveness of the office or satisfaction of clientele               | 5          | 4     | 3 | 2 | 1 |  |
| 11.   | Accepts objective criticisms and opens to suggestions and innovations for improvement of his work accomplishment  | (5)        | 4     | 3 | 2 | 1 |  |
| 12.   | Willing to be trained and developed   | (5)        | 4     | 3 | 2 | 1 |  |
|   | Total Score   | 4.         | 83    |   |   |   |  |

| B. Leadership & Management (For supervisors only to be rated by higher supervisor) |   |   | Scale |   |   |   |  |
|--|---|---|-------|---|---|---|--|
| 1.   | Demonstrates mastery and expertise in all areas of work to gain trust, respect and confidence from subordinates and that of higher superiors  | 5 | 4     | 3 | 2 | 1 |  |
| 2.   | Visionary and creative to draw strategic and specific plans and targets of the office/department aligned to that of the overall plans of the university.  | 5 | 4     | 3 | 2 | 1 |  |
| 3.   | Innovates for the purpose of improving efficiency and effectiveness of the operational processes and functions of the department/office for further satisfaction of clients.  | 5 | 4     | 3 | 2 | 1 |  |
| 4.   | Accepts accountability for the overall performance and in delivering the output required of his/her unit.   | 5 | 4     | 3 | 2 |   |  |
| 5.   | Demonstrates, teaches, monitors, coaches and motivates subordinates for their improved efficiency and effectiveness in accomplishing their assigned tasks needed for the attainment of the calibrated targets of the unit | 5 | 4     | 3 | 2 |   |  |
|  | Total Score   |   |       |   |   |   |  |
|  | Average Score   | 4 | .63   |   |   |   |  |

| Overall   | recommend      | lation   |
|-----------|----------------|----------|
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: Good Job!

Printed Name and Signature

Printed Name and Signa Head of Office