

Land Bank of the Philippines
SPMS
For Office of the Branches/EOs
Name of Group: BAYBAY
Rating Period: 2022

CLASS C

Key Result Areas	WEIGHT	TARGET	PERFORMANCE EVALUATION SYSTEM			
			Actual	% of	Rating	Weighted Score
ALTERNATIVE						
E-MONEY CARD DISTRIBUTION	3%	8,230.00	18,130.00	220.2916%	5	0.15
LINK BIZ	2%	1.00	1.00	100.0000%	5	0.1
DIGITAL BANKING	10%	144,290.00	156,382.00	108.3803%	5	0.5
IACCESS/MBA ENROLLMENT	3%	734,798	825.00	112.2758%	5	0.15
ATM	0%	0.00	0.00	0%	0	0.0
ATM AVAILABILITY %	5%	96.00	99.355	104.5842%	5	0.26
AGENT BANKING SITES / POS	0%	0.00	0.00	0%	0	0.0
MASTERCARD-APPROVED	2%	5.00	6.00	120.0000%	5	0.1
DEPOSITS						
COST OF DEPOSITS	20%	0.2	0.075	162.5000%	5	1.0
TOTAL DEPOSITS - ADB	7%	3,077,965	3,325,402	108.0390%	5	0.35
TOTAL DEPOSITS - OS	5%	3,101,373	3,588.15	115.6955%	5	0.25
PRIV DEPOSITS - ADB	5%	684,907	734,381	107.2235%	5	0.25
INDIVIDUAL DEPOSITS - ADB	5%	728,928	581,743	81.1799%	3	0.15
INDIVIDUAL DEPOSITS - Number	3%	14,630.00	13,168.00	90.0688%	4	0.12
PROFITABILITY						
FMS BOOKED INCOME	4%	6.00	6.551	109.1833%	5	0.2
LOANS						

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Key Result Areas		PERFORMANCE EVALUATION SYSTEM				
	WEIGHT	TARGET	Actual	% of	Rating	Weighted Score
LOANS - OS SALARY	5%	52.781	58.254	110.3693%	5	0.25
LOANS - OS LAHOD	1%	70.236	59.396	84.5663%	3	0.03
LOANS - ALB (SL + LAHOD)	5%	133.802	87.634	65.4953%	1	0.06
PAST DUE %	4%	2.00	0.266	186.7000%	5	0.2
INTERNAL						
RISK BASED AUDIT	5%	Acceptable	Acceptable	%	4	0.2
TIMELINESS	2%	100.00	100.00	100.00000%	5	0.1
BSP/AML COMPLIANCE	3%	5.00	5.00	100.00000%	5	0.15
Total Point Score	100 %					4.56
Total Weight						100.0%
Total Weighted Score						4.56

NOTE:

* To be multiplied by 30 % to get the weighted score for I. Performance Evaluation System;
A. Branch Performance (PES Points)

Ratee : KERRY UY
Position :
Date : 04/01/2023

Rater : Corrine Tang
Position :
Date : 04/01/2023

Land Bank of the Philippines Strategic Performance Management System (LBP SPMS)
Individual Performance Commitment Review Form - For Staff (PG 4 to 9)

Name:	KERRY UY	Department:	BAYBAY
PG:	5	Details on Promotions/Re-assignments, if any:	
PY:	2022		
Position Title:	ATM Teller		

PERFORMANCE CONTRACT

I hereby agree to assist the employee in the attainment of the targets and monitor work progress within the performance period.	I hereby agree to accomplish the targets indicated and be monitored on work progress within the performance period.
Divina Villar / 2023/04/01 Rater/Date	KERRY UY / 2023/04/01 Ratee/Date
I hereby note the agreement between the rater and ratee in attaining the work targets within the performance period.	
Corrine Tang Department/Group Head	2023/04/03 Date

Performance Commitment			Performance Rating					
%	KRAs	Success Indicator/s (Quality, Efficiency, Timeliness)	% of Accomplishment	Q	E	T	A	Weighted Average Score
I. Performance Evaluation System								
30	A. Branch Performance (PES Points) - Financial Please see attached computation.	Success Indicator: Quality Actual PES Points attained by the Branch for financial related KRAs (Deposits, e-Banking, Loans and Profitability) vs Target PES Points Performance Measures: 5 100% and above target achievement 4 90% - 99% target achievement 3 80% - 89% target achievement 2 70% - 79% target achievement 1 Below 70% of the target	4.5667	4.57	0.00	0.00	4.57	1.37
7	B. Individual Contributions to Branch Accomplishment Deposit OS	Success Indicator: Quality % attainment or target on Private Deposit Generation Performance Measures: 5 100% and above target achievement 4 90% - 99% target achievement 3 80% - 89% target achievement 2 70% - 79% target achievement 1 Below 70% of the target		5.00	0.00	0.00	5.00	0.35
7	Loans OS			4.00	0.00	0.00	4.00	0.28
3	Timely Submission of Reports			4.00	0.00	4.00	4.00	0.12
3	Mastercard - Approved Credit Card			4.00	0.00	0.00	4.00	0.12

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5	A. Complaints Management Management of Complaints and Request for Assistance (RFA) as Recipient/Accommodating Unit	<p>Success Indicator: Quality</p> <p>Able to submit and refer accurately all the fraud-related complaint documents to responsible unit and/or supporting unit copy furnished CAD</p> <p>Performance Measures:</p> <p>5 100% of the fraud-related complaint documents were accurately submitted and referred to responsible unit and/or supporting unit, copy furnished CAD</p> <p>4 90-99% of the fraud-related complaint documents were accurately submitted and referred to responsible unit and/or supporting unit, copy furnished CAD</p> <p>3 80-89% of the fraud-related complaint documents were accurately submitted and referred to responsible unit and/or supporting unit, copy furnished CAD</p> <p>2 70-79% of the fraud-related complaint documents were accurately submitted and referred to responsible unit and/or supporting unit, copy furnished CAD</p> <p>1 Below 70% of the fraud-related complaint documents were accurately submitted and referred to responsible unit and/or supporting unit, copy furnished CAD</p> <p>Note: The responsible unit and/or supporting unit shall submit to CAD a proof/certification that all documents referred by the recipient unit are accurate and complete</p> <p>Success Indicator: Efficiency</p> <p>Able to submit all the complaints and request for assistance (RFA) to responsible unit with proper documentation submitted to CAD</p> <p>5 100% of the complaints and RFA were referred to responsible unit with proper documentation submitted to CAD</p> <p>4 90 - 99% of the complaints and RFA were referred to responsible unit with proper documentation submitted to CAD</p> <p>3 80 - 89% of the complaints and RFA were referred to responsible unit with proper documentation submitted to CAD</p> <p>2 70 - 79% of the complaints and RFA were referred to responsible unit with proper documentation submitted to CAD</p> <p>1 Below 70% of the complaints and RFA were referred to responsible unit with proper documentation submitted to CAD</p> <p>Note: Proper documentation refers to submission of completely filled-out 'Portion E' for CSIR; and memo reply for RFA</p> <p>Success Indicator: Timeliness</p> <p>Able to ensure referral of every complaints and request for assistance (RFA) to responsible unit, within the next banking day</p> <p>5 100% of the complaints and RFA were referred to responsible unit within the prescribed TAT</p> <p>4 90 - 99% of the complaints and RFA were referred to responsible unit within the prescribed TAT</p> <p>3 80 - 89% of the complaints and RFA were referred to responsible unit within the prescribed TAT</p> <p>2 70 - 79% of the complaints and RFA were referred to responsible unit within the prescribed TAT</p> <p>1 Below 70% of the complaints and RFA were referred to responsible unit within the prescribed TAT</p>	4.00	4.00	4.00	4.00	0.20
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2	B. Customer Relationship 1. Self readiness and availability before 8:30AM	<p>Success Indicator: Quality</p> <p>Projecting good image by reporting to work properly groomed, in proper uniform/ID at all times</p> <p>5 Properly groomed, wearing proper uniform/ID at all times</p> <p>4 1 to 4 noted instances of not wearing proper uniform/ID and not properly groomed</p> <p>3 5 to 8 noted instances of not wearing proper uniform/ID and not properly groomed</p> <p>2 9 to 12 noted instances of not wearing proper uniform/ID and not properly groomed</p> <p>1 More than 12 noted instances of not wearing proper uniform/ID and not properly groomed</p> <p>Success Indicator: Timeliness</p> <p>Readiness and availability of services before 8:30 AM :</p> <p>5 100% readiness and availability before start of banking hours</p> <p>4 1 to 4 noted instances of delay/non-availability before the start of banking hours</p> <p>3 5 to 8 noted instances of delay/non-availability before the start of banking hours</p> <p>2 9 to 12 noted instances of delay/non-availability before the start of banking hours</p> <p>1 More than 12 noted instances of delay/non-availability before the start of banking hours</p>		5.00	0.00	4.00	4.50	0.09
5	2. Positive Client Relationship 2.1. External Clients 2.2. Internal Clients	<p>Success Indicator: Quality</p> <p>Satisfaction of clients on services provided</p> <p>5 no valid complaint</p> <p>4 1-2 valid complaints</p> <p>3 3-4 valid complaints</p> <p>2 4-5 valid complaints</p> <p>1 with 6 or more valid complaint/s</p> <p>Success Indicator: Timeliness</p> <p>Response/resolution of complaints within set deadline</p> <p>Performance Measures:</p> <p>5 Complaints resolved within five (5) days</p> <p>3 Complaints resolved within seven (7) days</p> <p>2 Complaints resolved within 10 days</p> <p>1 Complaints resolved in more than 10 days</p>		4.00	0.00	4.00	4.00	0.20
3	3. Delivery of fast customer service	<p>Success indicator: Efficiency</p> <p>(% of transactions within the target average Turn-Around Time (TAT) per Bank Teller's Transaction)</p> <p>(% of Transactions within target average TAT vs Total Transactions based on CQS Branch Queue Report)</p> <p>Performance Measures:</p> <p>5 equal to or over 100%</p> <p>4 equal to or over 90%, but less than 100%</p> <p>3 equal to or over 80%, but less than 90%</p> <p>2 equal to or over 71%, but less than 80%</p> <p>1 less than 71%</p>		0.00	5.00	0.00	5.00	0.15
5	A. Audit and Compliance 1. Compliance to the set internal policies and guidelines of the Bank (Unit Rating)	<p>Success Indicator: Quality</p> <p>Audit rating of the unit</p> <p>Performance Measures:</p> <p>5 Exemplary</p> <p>4 Acceptable</p> <p>2 Below Acceptable</p> <p>1 Unsatisfactory</p>		4.00	0.00	0.00	4.00	0.20

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2	2. Compliance to the set internal policies and guidelines of the Bank (Individual Rating - contribution to Unit's rating)	<p>Success Indicator: Quality No. of audit finding/s incurred during the audit period attributable to the ratee</p> <p>Performance Measures: 5 No major, moderate or minor finding 4 with only 1-4 minor findings 3 with 5-or more minor findings or 1 moderate findings 2 with 5-or more minor findings or 2 moderate findings 1 with 3 or more moderate findings or 1 or more major finding</p>		4.00	0.00	0.00	4.00	0.08
1	3. IMS Audit/Implement best practices in the branches compliance on QMS best practices	<p>Success Indicator : Quality Passed the latest IMS audit/compliance on QMS best practices</p> <p>Performance Measures: 5 90 % and above 4 over 80% but less than or equal to 70% 3 over 70%, but less than or equal to 60% 2 over 60%, but less than or equal to 50% 1 less than 50%</p>		4.00	0.00	0.00	4.00	0.04
2	B. Data Quality 1. Attainment of target on Data Quality	<p>Success Indicator: Quality % attainment of target on Data Quality on certain cut off date</p> <p>Performance measures: 5 100% of the target 4 over 90%, but less than or equal to 99% 3 over 80%, but less than or equal to 90% 2 over 70%, but less than or equal to 80% 1 equal or less than 70%</p>		4.00	0.00	0.00	4.00	0.08
3	B. Operational Functions ATM Bookkeeper Functions 1. Servicing & Maintenance of ATM units 1.1. Dual control (witness) in cash loading / retrieval	<p>Success Indicator: Quality Compliance on ATM dual control policy re: Witnessing all procedures performed by ATM Teller in Cash Loading and Retrieval, performing Daily ATM Evidencing Daily Balances and posting all activities to ATM logbook</p> <p>Performance Measures: 5 100% compliant on dual control policy, no financial loss 3 with deviation, no financial loss 1 with deviation, with financial loss due to negligence or integrity issue</p>		5.00	0.00	0.00	5.00	0.15
1	1.2. Regular review / saving of all ATM captured images to be forwarded to BSC for safekeeping	<p>Success Indicator: Quality Proper and complete review, saving and forwarding of ATM captured images files</p> <p>Performance Measures: 5 100% complete/property reviewed / saved 4 95% to 99% complete/property reviewed / saved 3 90% to 94% complete/property reviewed / saved 2 71% to 89% complete/property reviewed / saved 1 below 71% complete/property reviewed / saved</p> <p>Success Indicator: Timeliness Reviewing and saving of All ATM captured images files within the deadline set</p> <p>Performance Measures: 5 No delay 4 1-2 instances of delay 3 3-4 instances of delay 2 5-6 instances of delay 1 more than 6 instances of delay</p>		5.00	0.00	4.00	4.50	0.04




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



6	1.3. Loading of ATMs	<p>Success Indicator: Quality Compliance on existing procedures in ATM cash loading re: all ATM fit bills received from COU Head are piece counted and loaded in the cartridges in front of the ATM Bookkeeper, cash cartridges are accurately installed and dispense test properly</p> <p>Performance Measures: 5 100% compliant with existing procedures, no financial loss 3 with deviation, no financial loss 1 with deviation, with financial loss due to negligence or integrity issue</p> <p>Success Indicator: Timeliness Loads ATMs before reaching the cash threshold</p> <p>Performance Measures: 5 No delay 4 1-2 instances of delay, no financial loss 3 3-4 instances of delay, no financial loss 2 5-6 instances of delay, no financial loss 1 more than 6 instances of delay or one or more delays with financial loss</p>	5.00	0.00	5.00	5.00	0.30
4	1.4. Resolution of ATM overages / shortages	<p>Success Indicator: Quality No. of unresolved & unreconciled ATM overages / shortages</p> <p>Performance Measures: 5 No unresolved & unreconciled ATM overages / shortages 4 1-2 unresolved & unreconciled ATM overages/shortages 3 3-4 unresolved & unreconciled ATM overages/shortages 2 5-6 unresolved & unreconciled ATM overages/shortages 1 more than 6 unresolved & unreconciled ATM overages / shortages</p>	5.00	0.00	0.00	5.00	0.20
1	1.5. Retrieval of ATM Captured Cards	<p>Success Indicator: Quality Property and correctly logs all ATM Cards Captured for the day</p> <p>Performance Measures: 5 100% complete/accurate 4 90% to 99% complete/accurate; no financial loss 3 80% to 89% complete/accurate; no financial loss 2 70-79% complete/accurate and/or with financial loss 1 below 70%</p>	5.00	0.00	0.00	5.00	0.05
5	Performs Other Duties as maybe assigned by the BH from time to time a. Bank Teller b. ATM Teller c. ATM Bookkeeper d. Others	<p>Success Indicator: Quality Effective performance of other functions</p> <p>Performance Measures: 5 100% effective in performing other functions 4 90% to 99% effective in performing other functions 3 80% to 89% effective in performing other functions 2 70% to 79% effective in performing other function 1 below 70% effective in performing other functions</p>	4.00	0.00	0.00	4.00	0.20

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

5	C.2. Performance Management 1. Self-Management	<p>Success Indicator: Efficiency Ability to maintain a harmonious relationship among co-workers/internal clients with no complaints and respond to various issues consistently</p> <p>Performance Measures: 5 no valid complaints from co-workers/internal clients 4 with one (1) to three (3) complaints from co-workers/internal clients 3 with four (4) to five (5) complaints from co-workers/internal clients 2 with six (6) to ten (10) complaints from co-workers/internal clients 1 more than 10 complaints</p>		0.00	4.00	0.00	4.00	0.20
100% Additional Comments/Remarks on Performance i.e., additional workload, adjusted KRAs, etc.								
PART I. PERFORMANCE RATING FOR PY 2022				Total Point Score (TPS)		4.43		
Discussed with:								
The assessment of my performance has been discussed and shown by my immediate supervisor				Equivalent Adj. Rating		Very Satisfactory		
 KERRY UY Ratee's Signature (Above Printed Name)				2023/04/01		Rating Scale		
				Date		5.00 Outstanding		
Recommending Approval:						4.00 to 4.99 Very Satisfactory		
 Divina Villar Rater's Signature (Above Printed Name)				2023/04/01		3.00 to 3.99 Satisfactory		
				Date		2.00 to 2.99 Unsatisfactory		
						1.00 to 1.99 Poor		
 Corrine Tang Department/Group Head				2023/04/03		Please send a scanned copy to the Office of the Group Head. BBS-IPCRS@mail.landbank.com		
				Date				

Land Bank of the Philippines Strategic Performance Management System (LBP SPMS)
Individual Performance Commitment Review Form - For Staff (PG 4 to 9)

PART II. PERFORMANCE MONITORING AND FEEDBACK FORM				
Rater's Comments/Observations			Ratee's Response	Conforme (Initials)
Date	Indicate the Area/s of the job	Remarks/Comments		
Date: March 31, 2023	Customer service and Branch operations	She is able to develop her skills, improve speed and accuracy with proper coaching and guidance.	I will do my best to improve my outputs to contribute and meet the demands of the branch.	Rater: Ratee:
Date:				Rater: Ratee:
Date:				Rater: Ratee:
Date:				Rater: Ratee:
Additional Comments (if necessary):				
X	Please place a check mark for no noted comments/observations within the performance year Performance for PY 2022 was monitored regularly and was rated based on actual accomplishments.			
			 Divina Villar	
			Rater's Signature (Above Name)	Date
X	I acknowledge the monitoring and observations done within the performance period without notable observations/comments towards the tasks given to me. I will continue to meet the work standards and performance for the next performance year.			
			 KERRY UY	
			Rater's Signature (Above Name)	Date
PART III. DEVELOPMENT PLAN FORM				
Kindly check recommended/suggested trainings/seminars/programs for the ratee:				
	Business Writing	X	Others:	No Training recommendation.
	Communication Skills			
	Project Management			
	Coach and Mentoring			
	Supervisory			
X	Time & Stress Management			
	Leadership Training			
	Personality Development			
	Technical (Microsoft Applications)			
	Organization			
Target Timeline:				
X	We have accomplished completely the IPCR and discussed all necessary information regarding the performance prior to submission to PAD.		X	We acknowledge that we have submitted an incomplete IPCR for PAD's reference due to an ongoing discussion and resolution regarding the final performance rating including other forms.
	 Divina Villar Rater		 KERRY UY Ratee	
Scanned copy of this page will be submitted to Personnel Administration Department together with Part 1 of the IPCR. No signature of this form will not be recorded in the SAP-HRIS and shall be returned to the rater indicating an incomplete submission of the IPCR.				

Land Bank of the Philippines Strategic Performance Management System (LBP SPMS)

Individual Performance Commitment Review Form - For Staff (PG 4 to 9)

PART IV. RATER'S ASSESSMENT/OBSERVATIONS ON RATEE'S BEHAVIOR		
<p>This form shall be submitted to the appropriate HRMG Department as reference for any personnel action or movement, i.e., training, promotion, reassignment, etc. The behavioral factors stated below including the scope of its description shall be used to assess how well the ratee manifests the Bank's Core Values and corporate culture in accomplishing his work targets. The supervisor is encouraged to cite specific instances and documented performance monitoring observations to support the observations thereof. The result of this assessment shall not form part of the ratee's Final Numerical and Adjectival Rating. Please use the drop down list in choosing the desired rating per factor.</p>		
Factors:	Rater's observations/comments	Rating
Core factors 1-5 for all employees :		4
1. CUSTOMER AND INTERPERSONAL RELATIONS – The competency to work well with others by establishing and maintaining harmonious relationships with supervisors and clients.		4
2. INITIATIVE AND DEPENDABILITY – The ability to complete and carry out required tasks with minimum supervision; to adopt a 'self-starting' rather than 'passively accepting' behavior; extent to which ratee can be counted upon to perform the job competently.		4
3. HONESTY AND INTEGRITY – The capacity to sustain uprightness and loyalty in the conduct of company business; the ability to act professionally and to project a positive image of the Bank.		4
4. COMPLIANCE – The observed behavior of demonstrating adherence to external regulatory requirements (BSP, AMLC, PDIC, BIR, GCG, CSC, COA) and internal LBP policies and procedures applicable to the performance of the ratee's duties.		4
5. ATTENDANCE AND PUNCTUALITY – The observed behavior of coming to office promptly and/or refers to the amount of time spent at work to complete assigned responsibilities.	She reports to work on time always	5
Additional factors 6-8 for technical personnel and supervisors :		0
6. STRESS TOLERANCE – The facility to manage stress easily and readiness to adapt to changing situations		0
7. PLANNING AND ORGANIZATION – The effectiveness to determine what should be done, to anticipate needs and to schedule work properly in order to achieve results and meet deadlines.		0
8. JUDGMENT AND DECISION-MAKING – The ability to develop alternative courses of action and making decisions which are largely based on logical assumptions.		0
Additional factors 9-10 for supervisors :		0
9. LEADERSHIP – The manner of guiding, influencing, motivating and developing confidence of subordinates to work as a team and accomplish assigned task.		0
10. COACHING AND STAFF DEVELOPMENT – The competence to assist subordinates in maximizing their potential, achieve job mastery and foster career development.		0
OPTIONAL BONUS FACTORS For all levels : Please rate the employee on either or both factors only with an absolute rating of 5.		
11. INNOVATIVENESS AND CREATIVITY – The ability to introduce new, practical and applicable ideas and methods that redound to operational effectiveness and efficiency.		0
12. SELF-DEVELOPMENT AND SELF-DIRECTED LEARNING – The ability to take the initiative to develop and hone own skills and competencies for purposes of career development.		0
Date of submission:		
 KERRY UY Ratee's Signature (Above Printed Name)		 Divina Villar Rater's Signature (Above Printed Name)
Scanned copy of this page will be submitted to Personnel Administration Department together with Part 1 of the IPCR. No signature of this form will not be recorded in the SAP-HRIS and shall be returned to the rater indicating an incomplete submission of the IPCR.		
Hard copies will be retained within the Department, Rater and Ratee; for future reference		