

CANTILAN BANK INC.
Cantilan, Surigao del Sur

PERFORMANCE EVALUATION

NAME : JHEZEL B. OQUIAS
POSITION : TELLER
DEPT/BRANCH : BL-MERIDA

REVIEW PERIOD : January- June 2024
% RATING :
ADJ. RATING :

INSTRUCTIONS: Please encircle the number that best corresponds to your assessment of your direct report's performance. Your rating should be based on set objectives and standards vis-à-vis actual accomplishments.

5 – Outstanding (O) 4 – Exceeds Expectations (EE) 3 – Consistently Meets Expectations (CME)
2 – Occasionally Meets Expectations (OME) 1 – Needs Improvement (NI)

PART I - A. - QUALITY OF WORK (40% - For Non-supervisors / 25% - For Supervisors)

1. Quality of Work Output

1 – NI	2 – OME	3 – CME	4 – EE	5 – O
Work is always incomplete and has a lot of inaccuracies. Haphazard or careless execution of work assignment; unacceptable results.	Work is frequently <i>incomplete</i> and has a lot of inaccuracies. More than two (2) major errors or deficiencies in the execution of work assignment; results are acceptable.	Work is often <i>complete</i> and meets requirements of the job. One major error or deficiency that can be overcome with help from superior.	Work is <i>consistently</i> complete and exceeds job requirements by 5%. One or two (2) minor errors in the execution of work assignment; results still very good.	Excellent result; work is <i>consistently</i> complete and exceeds job requirements by 10%. All aspects of work assignment thoroughly covered.

2. Quality of Work Process

1 – NI	2 – OME	3 – CME	4 – EE	5 – O
Work is <i>seldom</i> accomplished and has a lot of wasted time, effort and resources.	Work is frequently accomplished <i>and has a</i> lot of wasted time, effort and resources.	Work is often accomplished <i>with minimal</i> wasted time, effort and resources.	Work is <i>always</i> accomplished with no waste of time, effort and resources.	Excellent result; all aspects of work is <i>thoroughly</i> accomplished with no waste of time, effort and resources.

3. Timeliness

1 – NI	2 – OME	3 – CME	4 – EE	5 – O
Task not yet begun at the expected date of Completion	Task partially completed at the deadline.	Task completed just before or on the deadline.	Task completed with 2/3 of the time required to finish it.	Task completed within ½ of the time required to finish it.

PART I - B. - QUALITY OF WORK (10% - For Non-supervisors / 25% - For Supervisors)

4. Disciplinary Sanction/s-

NI	OME	CME	EE	O
Four (4) or more disciplinary action	Three (3) disciplinary sanction	Two (2) disciplinary sanction	One (1) disciplinary sanction	No Disciplinary sanction

5. Audit and Compliance

NI	OME	CME	EE	O
Recurring audit findings in performing the assigned task	High Audit risk attained in performing the task assigned.	Moderate Audit risk attained in performing the task assigned.	Low Audit risk attained in performing the task assigned.	Task Assigned is in compliance with the policies and procedures i.

PART II - WORK COMPETENCIES 20%)

1. Knowledge

1 – NI	2 – OME	3 – CME	4 – EE	5 – O
Show very little knowledge of the job.	Knowledge of certain aspects of the job is inadequate; needs frequent instructions to accomplish work.	Has adequate knowledge of his job; performs work with minimum supervision.	Able to accomplish job on his/her own without supervision.	Able to accomplish job on his/her own without supervision; imparted knowledge to other employees

2. Skills

1 – NI	2 – OME	3 – CME	4 – EE	5 – O
Unable to complete job; makes a lot of mistakes and errors; does not possess basic skills to complete work.	Needs to be further trained in order to accomplish a few aspects of the job; needs supervision to accomplish task.	Able to meet quality standards of the organization; exhibits enough skills to accomplish job requirements.	Able to <i>consistently</i> exceed performance expectations.	Able to consistently exceed performance expectations and imparted skills to co-employees

PART III – WORK ATTITUDE (20%)**1. Customer Service/ Orientation**

1 – NI	2 – OME	3 – CME	4 – EE	5 – O
Clients and co-workers are not served with courtesy and promptness; clients' and co-workers' needs are not met.	Inconsistent quality of service to clients and co-workers.	Clients and co-workers' needs are identified and timely and courteously addressed.	Anticipates clients' and co-workers' needs and goes out of his way to answer them.	Outstanding and a strong force for office morale. Well-liked by co-employees and clients.

2. Integrity

1 – NI	2 – OME	3 – CME	4 – EE	5 – O
Honesty and integrity are questionable.	Occasionally exhibits behavior which makes integrity doubtful	Normally shows professionalism, honesty, and integrity at work as required and expected for his job.	Professionalism, honesty, and integrity shown at work is part of his being a person not as required and expected for his job.	Portrays exceptional strength of character and strict adherence to a high code of conduct.

3. Concern for the Company

1 – NI	2 – OME	3 – CME	4 – EE	5 – O
Lacks concern for work and the bank; always gives excuses to avoid additional responsibilities; does not take care of company property; performs only when he feels up to it; can't be disciplined by his/her superior; does not participate in any bank gatherings, meetings, functions, etc.	Inconsistent attitude towards work and the bank; sometimes dependable, sometimes unreliable; sometimes does not listen to superior when attention is called.	Shows commitment, interest, enthusiasm for work and bank.	Unquestionable commitment, interest, enthusiasm for work and bank.	Goes the extra mile- goes beyond work requirements; extends work time, etc.

PART IV. - ATTENDANCE (10%)**1. PUNCTUALITY - Does he come to work, meetings, activities, commitments on Time? Does he leave the office for trivial reasons?**

1 – NI	2 – OME	3 – CME	4 – EE	5 – O
20 and more tardiness	15 – 19 tardiness	10 – 14 tardiness	5 – 9 tardiness	0– 4 tardiness

2. ATTENDANCE - Is he regular in his attendance? (meetings, activities, commitments)

1 – NI	2 – OME	3 – CME	4 – EE	5 – O
10 & above Absences	7 – 9 Absences	4 – 6 Absences	1 – 3 Absences	No Absence

PART V. – LEADERSHIP & MANAGEMENT (FOR SUPERVISORS ONLY) – 25%**1. JUDGMENT – Is he able to grasp the significance of the situation around him and draw conclusions there from?**

1 – NI	2 – OME	3 – CME	4 – EE	5 – O
Cannot think for himself. Lacks confidence.	Decisions are sometimes unsound and inadequate to meet demands of the job	Manifests passable judgment. Normal under all circumstances	Has better judgment most of the time. More reliable than average employee	Exercises good judgment at all times

2. LEADERSHIP: Is he able to lead the group towards achievement of goals?

1 – NI	2 – OME	3 – CME	4 – EE	5 – O
Cannot lead staff. No team work. Productivity low. No balance of task and people concerns.	Seldom exercises leadership over staff. Seldom gets job done on time.	Leads staff adequately well. Usually gets job done.	Leads staff effectively. Often gets job done through teamwork. Staffs are productive.	Leads staff exceptionally well. Easily achieves high productivity through team- work. Maintains a good balance of task and people concerned.

3. STRESS TOLERANCE: How does he handle stressful work situations?

1 – NI	2 – OME	3 – CME	4 – EE	5 – O
Cannot handle stress. Highly emotional and into violent arguments with others.	Often losses emotional control in dealing with stressful work situations. Often complains about people and situations at work	Normally calm. Confident and positive. Occasionally loses emotional control during stressful conditions.	Most of the time calm, confident and positive. Occasionally loses emotional control during stressful conditions.	Always calm and shows pleasant disposition; Consistently confident and positive even during stressful conditions at work. Never loses patience and never allows others tension and anxiety to affect workplace.

II. DEVELOPMENT ASPECT

1. Indicate the skills needed by the employee to perform better and achieve greater results and the training and related activities he should undertake to improve.

TRAINING NEEDS	FORMAL TRAINING AND RELATED ACTIVITIES
Technical / Business Knowledge	- BASIC TELEVISING
Human Relations Skills	- BASIC CUSTOMER RELATION ASSOCIATE
Managerial and Supervisory Skills	

2. Is the employee suited to the type of work to which he /she is presently assigned? If not, in what job would he/she fit better? (Indicate strong points).

YES

III. PES RATING [Part I – V] (80%)

SUMMARY					
	WEIGHT (WGT)		TOTAL POINTS RECEIVED (TPR)	HIGHEST POSSIBLE POINTS (HPP)	%tage R = TPR / HPP X WGT
	Non-Supervisor	Supervisor			
Part – I (Quality of Work)	50%	25%		30	
Part – II (Work Competencies)	20%	20%		20	
Part – III (Work Attitude)	20%	20%		30	
Part – IV (Attendance)	10%	10%		20	
Part – V (Lead & Mgt.)		25%		30	
TOTAL %TAGE RATING (%tage R)	100%	100%			
EQUIVALENT PES RATING	= (%tage R x .80)				

IV. MANDATORY TARGET RATING (20%)

TOTAL PERCENTAGE HIT FROM TARGET (TPH) = {OUTPUT/TARGET}	EQUIVALENT MANDATORY TARGET RATING = {TPH X 0.20}	V. OVER-ALL PERFORMANCE SUMMARY		
		EQUIVALENT PES RATING (EPESRA)	EQUIVALENT MANDATORY TARGET RATING (EMTAR)	PERFORMANCE RATING (%) = EPESRA + EMTAR

RATING CONVERSION					
TOTAL PERCENTAGE PERFORMANCE RATING	93 – 100 %	80 – 92 %	60 -79 %	30-59 %	0– 29 %
ADJECTIVAL RATING	OUTSTANDING	VERY SATISFACTORY	SATISFACTORY	BELOW AVERAGE	POOR


RATERS'S REMARKS:

- NEEDS MORE SELF CONFIDENT ESPECIALLY IN DEALING HIGH POSITIONED CLIENT.

- INITIATE IN HELPING CO-STAFF WHEN IN NEEDS.

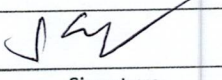
- CONTINUE YOUR WORK DEDICATION TOWARDS YOUR DUTIES AND RESPONSIBILITIES.

- GOODLUCK TO YOUR NEW BRANCH ASSIGNMENT AND KEEP UP YOUR GOOD WORK

FIL ADRIAN P. UYALW		9-4-2024
Rater's Printed Name	Signature	Date

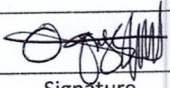
ENDORSER'S REMARKS:

- (KEYS) ~~THE~~ AS TELLER ALWAYS MAINTAINS CALM & PRO COMPASSIONATE MANNER UNDER PRESSURE SITUATION.
- IMPROVES CUSTOMER EXPERIENCE AT EVERY LEVEL OF INTERACTION
- GOOD BY THE GOOD WORK
- Good Bless

JAMES S. DOWNS		9-5-2024
Endorsers' Printed Name	Signature	Date

RATEE'S REMARKS:

- I WILL TRY MY VERY BEST TO COME WORK AS EARLY AS I CAN.
- I AM WORKING ON COPING WITH MY DIFFICULTIES IN HANDLING DIFFICULT & HIGH POSITION CLIENTS. I PRACTICED TO CALM MYSELF IN EVERY SITUATION I WAS IN, SINCE CUSTOMER SERVICE PLAYS A CRUCIAL ROLE IN MY WORKPLACE.
- THANK YOU SUPERVISORS FOR GUIDING ME & HELPING ME, & FOR MAKING MY JOB LIGHT & EASY.
- GOD BLESS US ALL. ALWAYS.

JHEZEL D. OQUAS		09-05-2024
Ratee's Printed Name	Signature	Date

REVIEWED BY:

DATE: _____