

Land Bank of the Philippines

SPMS

For Office of the Branches/EOs

Name of Group: BAYBAY


Rating Period: 2023


Key Result Areas	PERFORMANCE EVALUATION SYSTEM					
	WEIGHT	TARGET	Actual	% of	Rating	Weighted Score
DEPOSITS						
COST OF DEPOSIT	10%	0.2	0.068	166.0000%%	5	0.5
AVERAGE DAILY BALANCE	8%	3,702.20	3,654.15	98.7021%%	4	0.32
OUTSTANDING BALANCE	8%	3,725.00	3,793.802	101.8470%%	5	0.4
PRIVATE ADB	8%	830.02	777.551	93.6786%%	4	0.32
PISO ACCOUNT (BDA)	3%	60.00	663.00	1105.0000%%	5	0.15
PAYROLL TIE UP	2%	1.00	2.00	200.0000%%	5	0.1
OPTISAVER-OUTSTANDING	2%	45.676	46.673	102.1828%%	5	0.1
PROFITABILITY						
FMS BOOKED INCOME	4%	7.21	8.582	119.0291%%	5	0.2
BANCASSURANCE-COCOLIFE	3%	.07	0.06	85.7143%%	3	0.09
BANCASSURANCE-COCOGEN	2%	.03	0.009	30.0000%%	1	0.02
LOANS						
OUTSTANDING LOANS - SL +	10%	116.83	123.593	105.7888%%	5	0.5
AVERAGE SALARY LOANS + 1/12	10%	74.68	73.898	98.9529%%	4	0.4
PAST DUE %	5%	2.05	1.228	140.0976%%	5	0.25
INTERNAL						
RISK BASED AUDIT RATING	5%	Acceptable	Acceptable	%	4	0.2
BSP/AML COMPLIANCE	3%	5.00	5.00	100.0000%%	5	0.15

Key Result Areas	PERFORMANCE EVALUATION SYSTEM					
	WEIGHT	TARGET	Actual	% of	Rating	Weighted Score
E-BANKING						
ATM AVAILABILITY %	7%	90.00	92.79	103.1000%%	5	0.35
REDUCTION OF OTC	5%	30.961	31.255	99.0504%%	4	0.2
CDM UTILIZATION	2%	0.00	0.00	100.0000%%	5	0.1
CROSS SELLING						
CROSS SELLING-LOAN	1%	3.00	3.00	100.0000%%	5	0.05
CROSS SELLING-CREDIT CARDS	1%	4.00	7.00	175.0000%%	5	0.05
CROSS SELLING-	1%	1.00	29.00	2900.0000%%	5	0.05
Total Point Score	100.0%					4.5
Total Weight						100.0%
Total Weighted Score						4.5

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 : 02/16/2024


 Rater : Corrine Tang
 Position :
 Date : 02/16/2024

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:	2023		
Position Title:	Bank 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.
<i>Renee Rizza Lumbre / 2024/02/16</i>	<i>KERRY UY / 2024/02/16</i>
<i>Rater/Date</i>	<i>Ratee/Date</i>
I hereby note the agreement between the rater and ratee in attaining the work targets within the performance period.	
<i>Corrine Pang</i>	<i>2024/02/16</i>
<i>Department/Group Head</i>	<i>Date</i>

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	4.4667	4.47	0.00	0.00	4.47	1.34
7	B. Individual Contributions to Branch Accomplishment Deposit OS	Success Indicator: Quality % attainment of target on Private Deposit Generation		4.00	0.00	0.00	4.00	0.28
7	Loans OS	Performance Measures: 5 100% and above target achievement		4.00	0.00	0.00	4.00	0.28
3	Timely Submission of Reports	4 90% - 99% target achievement		5.00	0.00	5.00	5.00	0.15
3	Mastercard - Approved Credit Card	3 80% - 89% target achievement 2 70% - 79% target achievement 1 Below 70% of the target		5.00	0.00	0.00	5.00	0.15

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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>		5.00	5.00	5.00	5.00	0.25
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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>		4.00	0.00	4.00	4.00	0.08
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>		5.00	0.00	5.00	5.00	0.25
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

2	2. Compliance to the set internal policies and guidelines of the Bank (Individual Rating - contribution to Unit's rating)	Success Indicator: Quality No. of audit finding/s incurred during the audit period attributable to the ratee 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		5.00	0.00	0.00	5.00	0.10
1	3. IMS Audit/Implement best practices in the branches compliance on QMS best practices	Success Indicator : Quality Passed the latest IMS audit/compliance on QMS best practices 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%		4.00	0.00	0.00	4.00	0.04
2	B. Data Quality 1. Attainment of target on Data Quality	Success Indicator: Quality % attainment of target on Data Quality on certain cut off date 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%		4.00	0.00	0.00	4.00	0.08
5	C.1. Operational Functions Functions of Bank Teller 1. Acceptance of deposits, payments and remittances 1.1. Servicing of cash received and disbursed	Success Indicator: Quality Validity, completeness and accuracy of all details in the deposit / withdrawal slips, checks for deposit / encashment, on-col and other LBP forms supporting OTC transactions Performance Measures: 5 100% valid /complete/accurate 4 95% to 99% valid /complete/accurate; no financial loss 3 90% to 94% valid /complete/accurate; no financial loss 2 71% to 89% valid /complete/accurate; no financial loss 1 equal or below 70% valid /complete/accurate and/or with financial loss due to negligence or integrity issued		4.00	0.00	0.00	4.00	0.20
3	1.2. Overage and Shortage (Handling of cash received and disbursed)	Success Indicator: Quality No. of overages/shortages incurred for the rating period Performance Measures: 5 No instance of cash overage / shortage 4 1-4 instances of overages / shortages 3 5-6 instances of overages / shortages 2 7-8 instances of overages / shortages 1 more than 8 instances of cash overages / shortages or 1 or more instances of shortages with material loss		4.00	0.00	0.00	4.00	0.12
2	1.3. Verification of Signature	Success Indicator: Quality Non-occurrence of claims / financial loss on forged signatures or unauthorized withdrawal or encashment of CFC checks Performance Measures: 5 100% valid and authentic 1 with error and financial loss due to negligence or integrity issue		5.00	0.00	0.00	5.00	0.10

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3	1.4. Posting of transactions in the CT terminal	Success Indicator: Quality Actual number of reversal/s made for the rating period over total number of OTC Transactions 5 equal or less than 0.50% of total OTC transactions without financial loss 4 more than 0.50% but less than 1% of total OTC transactions without financial loss 3 more than 1% but less than 1.50% of total OTC transactions without financial loss 2 more than 1.50% but less than 2% of total OTC transactions without financial loss 1 more than 2% of total OTC transactions or 1 or more reversals with financial loss due to negligence or integrity issue		4.00	0.00	0.00	4.00	0.12
2	1.5. Conduct of sight verification a. Own posted transaction b. Transactions of peer teller	Success Indicator: Quality No. of misvalidations/misp postings found on own / peer teller transactions beyond the transaction date Performance Measures: 5 No instance of misvalidation/misposting 4 1-2 instances of misvalidation/misposting/no financial loss 3 3-4 instances of misvalidation/misposting/ no financial loss 2 5-6 instances of misvalidation/misposting/ no financial loss 1 more than 6 instances of misvalidation/ misposting or 1 or more instances of misvalidation/misposting with financial loss		4.00	0.00	0.00	4.00	0.08
5	2. Perform other functions such as but not limited to the following: a. Bookkeeper b. ATM Teller c. ATM Bookkeeper d. Reconciliation of BIR matters e. Others	Success Indicator : Quality Effective performance of other functions 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		4.00	0.00	0.00	4.00	0.20
5	C.2 Performance Management Self Management	Success Indicator: Quality Ability to maintain a harmonious relationship among co-workers/internal clients with no valid complaints and respond positively to various issues consistently Performance Measures: 5 no valid complaints from co-workers/internal clients 4 with one (1) to three (3) valid complaints from co-workers/internal clients 3 with four (4) to five (5) valid complaints from co-workers/internal clients 2 with six (6) to ten (10) valid complaints from co-workers/internal clients 1 more than 10 valid complaints/internal clients		5.00	0.00	0.00	5.00	0.25

100% Additional Comments/Remarks on Performance i.e., additional workload, adjusted KRAs, etc.


PART I. PERFORMANCE RATING FOR PY 2023

Discussed with:

The assessment of my performance has been discussed and shown by my immediate supervisor

KERRY JY		2024/02/16	Total Point Score (TPS)	4.42
Ratee's Signature (Above Printed Name)		Date	Equivalent Adj. Rating	Very Satisfactory
Recommending Approval:			Rating Scale	
Renee Rizza Lumbre		2024/02/16	5.00	Outstanding
Rater's Signature (Above Printed Name)		Date	4.00 to 4.99	Very Satisfactory
			3.00 to 3.99	Satisfactory
			2.00 to 2.99	Unsatisfactory
			1.00 to 1.99	Poor

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 Corrine Tang Department/Group Head	2024/02/16 Date	Please send a scanned copy to the Office of the Group Head. BBS-IPCRS@mail.landbank.com
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



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		Rater:
				Ratee:
				Rater:
				Ratee:
				Rater:
				Ratee:
				Rater:
				Ratee:
Additional Comments (if necessary):				
X	Please place a check mark for no noted comments/observations within the performance year Performance for PY 2023 was monitored regularly and was rated based on actual accomplishments.			
			Renee Rizza Lumbre	
			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	
			Ratee'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			
X	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.
	Renee Rizza Lumbre		KERRY UY	
	Rater		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 factors</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.		
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.		3
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.	Ratee always demonstrates honesty and integrity.	5
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.		4
Additional factors 6-8 for technical personnel and supervisors :		3
6. STRESS TOLERANCE – The facility to manage stress easily and readiness to adapt to changing situations		
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.		3
8. JUDGMENT AND DECISION-MAKING – The ability to develop alternative courses of action and making decisions which are largely based on logical assumptions.		4
Additional factors 9-10 for supervisors :		3
9. LEADERSHIP – The manner of guiding, influencing, motivating and developing confidence of subordinates to work as a team and accomplish assigned task.		
10. COACHING AND STAFF DEVELOPMENT – The competence to assist subordinates in maximizing their potential, achieve job mastery and foster career development.		4
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.		4
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.		4
Date of submission:		
 KERRY UY	 Renee Rizza Lumbre	
Ratee's Signature (Above Printed Name)		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		