



**COMPUTATION OF FINAL INDIVIDUAL RATING FOR ADMINISTRATIVE STAFF**

**Annex P**

Name of Administrative Staff: **ZARGIA GRACE A. PASION**

| Particulars<br>(1)  | Numerical<br>Rating (2) | Percentage Weight<br>(3) | Equivalent<br>Numerical Rating<br>(2x3) |
|---|-------------------------|--------------------------|---|
| 9. Numerical Rating per IPCR  | 4.62                    | 70%                      | 3.23                                    |
| 10. Supervisor/Head's<br>assessment of his<br>contribution towards<br>attainment of office<br>accomplishments | 4.92                    | 30%                      | 1.48                                    |
| <b>TOTAL NUMERICAL RATING</b>   |                         |                          | <b>4.71</b>                             |

TOTAL NUMERICAL RATING: \_\_\_\_\_

Add: Additional Approved Points, if any: \_\_\_\_\_

TOTAL NUMERICAL RATING: \_\_\_\_\_

FINAL NUMERICAL RATING **4.71**

ADJECTIVAL RATING: **Outstanding**

Prepared by:

**ZARGIA GRACE A. PASION**  
Name of Staff

Reviewed by:

**CORAZON A. PADILLA**  
Chief of Staff

Approved:

**CORAZON A. PADILLA**  
Chief of Staff

INDIVIDUAL PERFORMANCE COMMITMENT AND REVIEW (IPCR)

I, **ZARGIA GRACE PASION**, of the Office of the Executive Secretary commits to deliver and agree to be rated on the attainment of the following targets in accordance with the indicated measures for the period April-December 2024.

**ZARGIA GRACE PASION**

Ratee 7/21/24

APPROVED:



**CORAZON A. PADILLA**

Chief of Staff 7/21/24

| UMFO No.  | OP MFO   | MFOs/PAPs                                   | Success Indicators                                  | Task Assigned  | Target                      | Accomplishment               | Rating         |                |                |                | Remarks |
|---|----------|---|---|--|-----------------------------|------------------------------|----------------|----------------|----------------|----------------|---------|
|   |          |   |   |  |                             |                              | Q <sup>1</sup> | E <sup>2</sup> | T <sup>3</sup> | A <sup>4</sup> |         |
| UMFO 6. General Administration Support Services |          |   |   |  | Apr-Dec 2024                | April -June 2024             |                |                |                |                |         |
|   | OP MFO 1 | General Administration and Support Services |   |  |                             |                              |                |                |                |                |         |
|   |          |   | Zero Complaint administrative services from clients | Provides advice to, and directs or assists clients (via email, call or actual visit) in addressing their various service demands/needs | Zero complaint from clients | Zero complaints from clients | 5              | 5              | 5              | 5.00           |         |
|   |          |   | Maintained workplace in compliance to ISO-5s        | Maintains personal workspace to ISO 5s   | 100%                        | 100%                         | 5              | 5              | 5              | 5.00           |         |
|   |          |   | Percentage of NCs received and acted                | Acts on NCs received by the office   | 100%                        | 100%                         | 5              | 5              | 5              | 5.00           |         |
|   |          |   | Percentage of CARs received and acted               | Acts on CARs received by the office  | 100%                        | 100%                         | 5              | 5              | 5              | 5.00           |         |



|  | OP MFO<br>2 | Management<br>and Executive<br>Services | Effective and Efficient Management and Paperwork Services   |   |   |   |     |   |   |      |
|--|-------------|---|---|---|---|---|-----|---|---|------|
|  |             |   | No. of received documents through emails/hard copies for documentation in HRIS and MS Excel for paper tracing | Logs emails/hard copies documents in the database for paper tracing               | 1,000 documents emails/hard copies will receive for documentation in HRIS and MS Excel for paper tracing        | 400 emails/hard copies documents were received and logged in the databse for paper tracing  | 4.5 | 4 | 5 | 4.50 |
|  |             |   | No. of memorandum released  | Releases memorandum when the in-charge is not available                           | 15 OP memorandums releases by the end of the quarter  | 15 OP Memoradums were released  | 4   | 4 | 5 | 4.33 |
|  |             |   | No. of office documents prepared and processed  | Prepares office documents e.g. trip tickets, cash advances and travel liquidation | 30 office documents e.g. trip tickets, cash advances, travel liquidation, rata and extraordinary certifications | 25 office documents e.g. trip tickets, cash advances, travel liquidation, rata and extraordinary certifications were prepared and processed | 4   | 4 | 5 | 4.33 |

|  |  |                              |  |  |   |   |   |   |   |      |
|--|--|------------------------------|--|--|---|---|---|---|---|------|
|  |  |                              | <b>Effective and Efficient Public Relations Services</b>       |  |   |   |   |   |   |      |
|  |  |                              | No. of emails answered or facilitated                          | No. of emails attended and replied                                 | 90 emails answered/facilitated                            | 80 emails were answered/facilitated within the rating period                                    | 3 | 4 | 5 | 4    |
|  |  |                              | No. of email follow-ups  | Follow-up actions of emails forwarded to responsible faculty/staff | 5 follow-up emails forwarded to responsible faculty/staff | 3 forwarded emails to concerned faculty/staff were followed-up for updates and immediate action | 4 | 4 | 5 | 4.33 |
|  |  |                              | No. of phonecalls answered and facilitated                     | Answers and facilitates phonecalls                                 | 10 phonecalls answers and facilitated                     | 8 phonecalls were answered and facilitated their queries.                                       | 4 | 4 | 5 | 4.33 |
|  |  |                              | <b>Effective and Efficient President's Calendar Management</b> |  |   |   |   |   |   |      |
|  |  |                              | No. of meetings/workshops facilitated                          | Facilitates meetings/workshops presided by the OP                  | 20 meetings/workshops facilitated                         | 15 meetings/workshops were facilitated  | 5 | 5 | 5 | 5.00 |
|  |  | <i>Total Over-all Rating</i> |  |  |   |   |   |   |   | 4.62 |

|  |      |            |
|--|------|------------|
| Average Rating (Total Over-all-rating divided by 11) | 4.62 |            |
| Additional Points:                                   |      |            |
| Punctuality  |      |            |
| Approved Additional points (with copy of approval)   |      |            |
| FINAL RATING   |      |            |
| ADJECTIVAL RATING                                    | 4.62 | Oustanding |


**Comments and Recommendations for Development Purpose:**  
Attend trainings related to her functions e.g. frontline services and office administration

Evaluated and Rated:

  
**CORAZON A. PADILLA**  
Chief of Staff

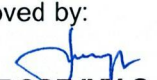
Date: 7/26/24

Recommending Approval:

  
**CORAZON A. PADILLA**  
Chief of Staff

Date: 7/26/24

Approved by:

  
**PROSE IVY G. YEPES, EdD**  
University President

Date: 7/26/24

1- Quality      2- Efficiency      3-Timeliness      4-Average



## PERFORMANCE MONITORING & COACHING JOURNAL

|   |                 |                                 |
|---|-----------------|---------------------------------|
| X | 1st             | Q<br>U<br>A<br>R<br>T<br>E<br>R |
| X | 2 <sup>nd</sup> |                                 |
|   | 3 <sup>rd</sup> |                                 |
|   | 4th             |                                 |

Name of Office: Office of the Executive Secretary/OP

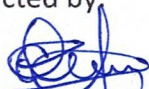
Head of Office: Corazon A. Padilla

Name of Faculty/Staff: Zargia Grace Pasion Signature:  Date: 7/26/24

| Activity Monitoring  | MECHANISM   |       |      |                       | Remarks |
|--|---|-------|------|-----------------------|---------|
|  | Meeting   |       | Memo | Others (Pls. specify) |         |
|  | One-on-One  | Group |      |                       |         |
| <b>Monitoring</b><br>Discussion of job-related accomplishments, problems and plans | <ul style="list-style-type: none"><li>First working day of the month or as needed</li></ul> |       |      |                       |         |
| <b>Coaching</b><br>Discuss ways to improve the execution of assigned tasks.        | <ul style="list-style-type: none"><li>First working day of the month or as needed</li></ul> |       |      |                       |         |

*Note: Please indicate the date in the appropriate box when the monitoring was conducted.*

Conducted by:



**CORAZON A. PADILLA**  
Immediate Supervisor

## EMPLOYEE DEVELOPMENT PLAN

Name of Employee: Zargia Grace Pasion

Performance Rating: Outstanding

Aim: To know the different processes, procedures and quality operations of VSU

Proposed Interventions to Improve Performance:

Date: April – 2024

Target Date: June 2024

First Step: As a newly hired employee of VSU, it is important for her to study the VSU Code and the Operation Manuals of VSU so that she will have the knowledge on the different operations and procedures of VSU that will be useful in performance of her function as the Private Secretary II of the president

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Result: Apply the learnings in the daily office operations and actual performance of her functions

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Date: July 2024

Target Date: December 2024

Next Step:

1. Benchmarking to other offices in VSU and interact, observe and learn best practices which can be useful in daily office operations and in decision making process
  2. Attend capability build-up trainings e.g. Frontline Services, ISO 9001:2015 Awareness and the different ISO procedures
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Outcome: Apply the different learnings in the performance of duties and functions as the Private Secretary II.

Final Step/Recommendation:

Apply the different learnings in the performance of duties and functions as the Private Secretary II.

Prepared by:



**CORAZON A. PADILLA**  
Unit Head

Conforme:



**ZARGIA GRACE PASION**  
Ratee





**Instrument for Performance Effectiveness of Administrative Staff**

Rating Period: January-June 2024

Name of Staff: **Zargia Grace A. Pasion**

Position: Private Secretary I

**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  |


| <b>A. Commitment (both for subordinates and supervisors)</b> |   | Scale |   |   |   |   |
|--|---|-------|---|---|---|---|
| 1.   | Demonstrates sensitivity to client's needs and makes the latter's experience in transacting business with the office fulfilling and rewarding.  | 5     | 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-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 |

**OFFICE OF THE PRESIDENT**

2/F Administration Building, Visayas State University  
PQWW+RJM, Baybay City, Leyte, Philippines 6521  
Email: [op@vsu.edu.ph](mailto:op@vsu.edu.ph) | Website: [www.vsu.edu.ph](http://www.vsu.edu.ph)  
Phone: +63 53 565 0600 Local 1000



|   |   |       |   |   |   |   |
|---|---|-------|---|---|---|---|
| 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   |   |       |   |   |   |   |
| <b>B. Leadership &amp; Management (For supervisors only to be rated by higher supervisor)</b> |   | 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 | 1 |
| 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 | 1 |
| Total Score   |   |       |   |   |   |   |
| Average Score   |   |       |   |   |   |   |
| Overall recommendation:   |   |       |   |   |   |   |

  
**CORAZON A. PADILLA** *4/11/24*  
 Immediate Supervisor