



COMPUTATION OF FINAL INDIVIDUAL RATING FOR ADMINISTRATIVE STAFF

Annex P

Name of Administrative Staff: Raquel H. Dohiling

Particulars (1)	Numerical Rating (2)	Percentage Weight (3)	Equivalent Numerical Rating (2x3)
1. Numerical Rating per IPCR	4.90	70%	3.430
2. Supervisor/Head's assessment of his contribution towards attainment of office accomplishments	4.92	30%	1.476
TOTAL NUMERICAL RATING			4.91

TOTAL NUMERICAL RATING: 4.91
Add: Additional Approved Points, if any: 0
TOTAL NUMERICAL RATING: 4.91

FINAL NUMERICAL RATING 4.91

ADJECTIVAL RATING: Outstanding

Prepared by: *RA*
RAQUEL H. DOHILING
Name of Staff

Reviewed by:
QUEEN
QUEEN-EVERLY ATUPAN
Department/Office Head

Recommending Approval:

LOURDES
LOURDES B. CANO
Dean/Director

Approved:

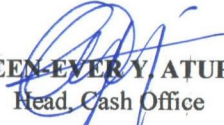
REMBERTO
REMBERTO A. PATINDOL
Vice President

INDIVIDUAL PERFORMANCE COMMITMENT & REVIEW FORM (IPCR)

I, **RAQUEL H. DOHILING**, Administrative Officer I of the **CASH DIVISION** commits to deliver and agree to be rated on the attainment of the following targets in accordance with the indicated measures for the period of **JULY 1 to DECEMBER 31, 2020**.

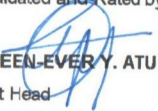



RAQUEL H. DOHILING
Administrative Officer I

Approval:


QUEEN EVERY ATUPAN
Head, Cash Office

No.	MFOs/PAPs	Success Indicators	Tasks Assigned	Target	Actual Accomplishment	Percentage Accomplishment	Rating				REMARKS
							Q1	E2	T3	A4	
UGAS5. SUPPORT TO OPERATIONS											
OVPAF STO 1: ISO 9001:2015 ALIGNED DOCUMENTS											
ODAS/HRM STO 1:	ISO 9001:2015 aligned documents and compliant processes	PI 1. Percentage of clients served rated the services received at least very satisfactory or higher	Accommodate various requests and inquiries from clients.	95% of clients rated services as very satisfactory or higher	100% of clients rated services as very satisfactory or higher	100%	5	5	4	4.67	
		PI 3 Number of administrative processes implemented in accordance with existing approved quality procedures	Implement processes in accordance with existing approved Quality Procedures	3 processes implemented according to QP	3 processes implemented according to QP	100%	5	5	5	5.00	
		PI 4 Number of Reports submitted to COA	Prepare Report of Accountability for Official Receipts	12 COA reports	12 COA reports (2 pages of RAAF per month)	100%	5	5	5	5.00	
		PI 5 Percentage updating of students' payment using Cumulus	- Post payment to students account using cumulus. - Update posting of collections in the Cash Book of Collection (all funds)	100% monthly updating and posting of payments using the Cumulus System	100% monthly updating and posting of payments using the Cumulus System	100%	5	5	5	5.00	
		PI 7 Percentage of ISO evidences compliant with existing quality procedures kept intact and readily available to Auditor	File and keep records as evidence during ISO Audit	100% ISO compliant evidences readily available	100% ISO compliant evidences readily available	100%	5	5	5	5.00	
VPAF STO3: ARTA ALIGNED COMPLIANCE AND REPORTING REQUIREMENTS											
ODAS/HRM STO 3:	ARTA aligned frontline services	PI 9 Efficient & customer friendly frontline service	Responsive and facilitative to clients requests	Zero percent complaint from clients served	Zero percent complaint from clients served	100%	4	5	5	4.67	

No.	MFOs/PAPs	Success Indicators	Tasks Assigned	Target	Actual Accomplishment	Percentage Accomplishment	Rating				REMARKS
							Q1	E2	T3	A4	
VPAF STO4: INNOVATIONS & BEST PRACTICES											
ODAS/HRM STO 4:	Innovations & new Best Practices Development Services	PI. 10. Number of new systems/innovations/proposals introduced and implemented	Prepare work instructions in process of payment and the issuance of OR for students payment made in bank, on-line and at the office	1 work instruction	1 work instruction	100%					Work instruction for bank deposit preparation (cash and check), cash book posting and payments thru bank.
		PI.15 Number of draft Operations Manual and revised existing manual prepared	Participate and contribute input in the drafting of cash office operations manual	1 operations manual for cash office	1 operations manual for cash office (draft)	100%	5	5	5	5.00	
UMFO6: General Administrative and Support Services (GASS)											
VPAF GASS 1: Administrative and Support Services Management											
ODAS/HRM GASS 1:	Administrative and Support Services	PI. 17 Number of administrative services and financial/ administrative documents acted within time frame	Accommodate request of account account balances and various request from students and clients	200 requests/administrative documents	220 requests/administrative documents	110%					
		PI. 18 No. of linkages with external agencies maintained	Maintain a good working relationships with Landbank, COA and other funding agencies	5 Linkages (COA, BTR, LBP, Philhealth, GSIS)	5 Linkages (COA, BTR, LBP, Philhealth, GSIS)	100%	5	5	5	5.00	
ODAS/HRM GASS 4: Cashiering Services											
CASH MFO1	Administration Support Services & Management	PI1. Number of communications prepared for bank updating and other cash transactions	Request for snapshot (daily) and bank statement per fund (monthly).	120 snapshots/48 bank statement per fund	120 snapshots/48 bank statement per fund	100%					
							5	5	5	5.00	
CASH MFO2	Disbursement /Processing	PI1. Number of approved vouchers and payrolls acted within prescribed period and error free	Review and sign vouchers for payment as alternate signatory	100 approved payrolls 500 approved vouchers	115 approved payrolls 520 approved vouchers	105%					
							5	5	5	5.00	
		PI2. Number of checks, LDDAP, ACIC and PAC'S issued and released within three days	Receive and sign checks as alternate signatory	500 checks; 200 entries of LDDAP; 1,000 entries of PACS	650 checks; 210 entries of LDDAP; 1,200 entries of PACS	121%					
							5	5	5	5.00	
CASH MFO3	Financial reports preparation	PI1. Number of daily/monthly financial reports of all funds prepared, consolidated, approved and submitted to accounting office with complete supporting document within the prescribe time, error free.	Review and sign daily/monthly financial reports as alternate signatory	50 daily/weekly reports 20 monthly reports	112 daily/weekly reports 30 monthly reports	202%					
							4	5	5	4.67	

No.	MFOs/PAPs	Success Indicators	Tasks Assigned	Target	Actual Accomplishment	Percentage Accomplishment	Rating				REMARKS	
							Q1	E2	T3	A4		
CASH MFO4	Collection Services	PI1. Number of official receipts issued for collection	Collect fees and issue official receipts to students and clients	2,500 official receipts issued	3,463 official receipts issued	138%	5	5	5	5.00		
		PI1. Number of deposits of daily collection following COA rules to be deposited intact on the following working day.	Deposit daily collection intact the next banking day and prepare deposit slips	150 deposits	2,007 (July-352, Aug.-408, Sept.-439, Oct.-248, Nov.-287, Dec.-273)	1,338%	5	5	5	5.00		
							Comments and Recommendations for Development Purpose:					
Total Over-all Rating							78.33	Recommended for promotion. Attend skills development and management trainings and seminars for career advancement.				
Average Rating							4.90					
Adjectival Rating							Outstanding					
<div> <div> <p>Evaluated and Rated by:</p> <p></p> <p>QUEEN-EVERY Y. ATUPAN</p> <p>Unit Head</p> <p>Date: _____</p> </div> <div> <p>Recommending Approval:</p> <p></p> <p>LOURDES B. CANO</p> <p>Director for Administration</p> <p>Date: _____</p> </div> <div> <p>Approved:</p> <p></p> <p>REMBERTO A. PATINDOL</p> <p>VP for Admin. and Finance</p> <p>Date: _____</p> </div> </div>												
<p>1 - Quality 2 - Efficiency 3 - Timeliness 4 - Average</p>												



Instrument for Performance Effectiveness of Administrative Staff

Rating Period: July – December 2020

Name of Staff: Raquel H. Dohiling Position: Administrative Officer 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.

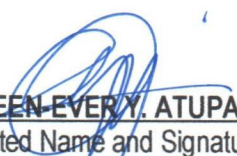
Scale	Descriptive Rating	Qualitative Description
5	Outstanding	The performance almost always exceeds the job requirements. The staff delivers outputs which always results to best practice of the unit. He is an exceptional role model
4	Very Satisfactory	The performance meets and often exceeds the job 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

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.	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
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	59				
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	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	4.92				

Overall recommendation : Recommended for promotion. Attend skills development and management trainings and seminars for career advancement.


QUEEN-EVERY Y. ATUPAN
Printed Name and Signature
Head of Office

EMPLOYEE DEVELOPMENT PLAN

Name of Employee: Raquel H. Dohiling

Performance Rating: 4.90

Aim: Improved collection services.

Proposed Interventions to Improve Performance:

Date: July 1, 2020 Target Date: September 30, 2020

First Step: Facilitated registration in Land Bank Link.BizPortal System for additional payment options and to implement online banking payment transactions.

Result: Online banking payment transactions was being implemented and operationalized.

Date: October 1, 2020 Target Date: December 31, 2020

Next Step: Arranged all work assignments that is well-coordinated and encouraged mentoring with partner/alternate employee as added measure in battling this pandemic.

Outcome: Collection services was further improved and necessary innovations were being implemented to adopt the new normal.


Final Step/Recommendation:

Recommended for promotion. Attend skills development and management trainings and seminars for career advancement.

Prepared by:


QUEEN-EVER Y. ATUPAN
Unit Head

Conforme:


RAQUEL H. DOHILING
Name of Ratee Faculty/Staff