



## 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	4.93	70%	3.45
2. Supervisor/Head's assessment of his contribution towards attainment of office accomplishments	4.94	30%	1.48
TOTAL NUMERICAL RATING			4.93

TOTAL NUMERICAL RATING: 4.93

Add: Additional Approved Points, if any:                     

TOTAL NUMERICAL RATING:                     

FINAL NUMERICAL RATING 4.93

ADJECTIVAL RATING: **OUTSTANDING**

Prepared by:

**RAQUEL H. DOHILING**

Name of Staff

Approved:

**DANIEL LESLIE S. TAN**


Vice President for Administration and Finance

INDIVIDUAL PERFORMANCE COMMITMENT & REVIEW FORM (IPCR)

I, **RAQUEL H. DOHILING**, Administrative Officer II of the Office of the Vice President for Admin. & Finance 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, 2021**.

  
**RAQUEL H. DOHILING**  
Ratee

Approval:

  
**QUEENEVER Y. ATUPAN**  
Head of Unit

  
**DANIEL LESLIE S. TAN**  
Head of Unit

No.	MFOs/PAPs	Success Indicators	Tasks Assigned	Target	Actual Accomplishment	Percentage Accomplishment	Rating				REMARKS
							Q1	E2	T3	A4	
OFFICE OF THE HEAD OF CASH (July 1 - November 4, 2021)											
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	105%	5	5	5	5.00	Note: to get the final rating from QAC who analyze all customer feedback
		PI. 3 Number of administrative processes implemented in accordance with existing approved quality procedures	Implement processes on accordances with existing approved Quality Procedures	3 processes implemented according to QP	3 processes implemented according to QP	100%	5	5	5	5.00	zero NC during external audit
		PI. 4 Number of reports submitted to COA	Prepare Report of Accountability for Official Receipts	5 COA reports	5 COA reports	100%	5	5	4	4.67	
		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%	5	5	5	5.00	Note: Please refer to customer satisfaction survey result from QAC



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%	5	5	4	4.67	Work instruction for bank deposit preparation (cash and check), cash book posting and payments thru bank.
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	250 requests/ administrative documents	125%	5	5	5	5.00	
		PI. 18 No. of linkages with external agencies maintained	Maintain a good working relationships with Landbank, COA and other funding agencies	5 Linkages (COA, LBP, BTr, Philhealth, GSIS	5 Linkages (COA, LBP, BTr, Philhealth, GSIS	100%	5	5	5	5.00	
ODAS/HRM GASS 4: Cashiering Services											
CASH MFO1	Administration Support Services & Management	PI 1. Number of communications prepared for bank updating and other cash transactions	Request for snapshot (daily) and bank statement per fund (monthly)	60 snapshots/24 bank statement per fund	128 snapshots/48 bank statement per fund	210%	5	5	5	5.00	
CASH MFO2	Disbursement/Processing	PI 1. Number of approved vouchers and payrolls acted within prescribed period and error free	Review and sign vouchers for payment as alternate signatory	50 approved payrolls; 250 approved vouchers	65 approved payrolls; 290 approved vouchers	210%	5	5	5	5.00	
		PI 2. Number of checks, LDDAP, ACIC and PAC'S issued and released within three days	Receive and sign checks as alternate signatory	250 checks; 150 entries of LDDAP; 500 entries of PACS	270 checks; 165 entries of LDDAP; 530 entries of PACS	107%	5	5	5	5.00	
CASH MFO3	Financial reports preparation	PI 1. 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	Review and sign daily/monthly financial reports as alternate signatory	640 daily/32 consolidated monthly reports of deposits and collections	670 daily/32 consolidated monthly reports of deposits and collections	210%	5	5	5	5.00	
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	2,642 official receipts issued	106%	5	5	5	5.00	Fund164-2,257, Fund161-253, 101T-126, 101GF and other Funds-6

No.	MFOs/PAPs	Success Indicators	Tasks Assigned	Target	Actual Accomplishment	Percentage Accomplishment	Rating				REMARKS
							Q1	E2	T3	A4	
		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	300 deposits	584 deposits	195%	5	5	5	5.00	Philhealth-1, Prof. Fee-1, SHS-2, PCC-2, 101GF-6, 101T-158, Fund161-122, Fund164-292
CASH MFO5	Student Services	PI1. Number of students records of accounts maintained, validated and updated for college and high school students	Posting of payments to each students ledger	2,250 students	2,267 students	101%	5	5	5	5.00	
OFFICE OF THE VICE PRESIDENT FOR ADMIN. & FINANCE (November 5 - December 31, 2021)											
UMFO 5: General Administration and Support Services											
	PI 1: Efficient Office Management	A1. Office Related Tasks	Prepares documents for RATA, Honoraria, reimbursements, liquidations, OIC letters, justifications and purchase requests (PPMP).	100%	100%	100%	4	5	4	4.33	
			Prepares and finalizes individual and office performance report within deadline	100%	100%	100%	5	5	4	4.67	
			Prepares official communications, drafts memoranda and circulars issued by OVPAF	100%	100%	100%	5	5	5	5.00	
			Promptly attends to queries/concerns of clients/end-users personally and over the phone	100%	100%	100%	5	5	5	5.00	
			Attends to meetings and orientations on various university activities	100%	100%	100%	5	5	5	5.00	ISO, VSU Calibration Comm., Energy Conservation Comm., Tree Mgt. Comm., VSU Health Coordinators, BED Report FY 2022
	PI 4: Administrative and Support Services Management	Promptly attends to queries/concerns of clients	Acts on administrative services and financial/administrative documents within time frame.	100%	100%	100%	5	5	5	5.00	



No.	MFOs/PAPs	Success Indicators	Tasks Assigned	Target	Actual Accomplishment	Percentage Accomplishment	Rating				REMARKS
							Q1	E2	T3	A4	
			Attends to queries of clients	100% attended	100%	100%	5	5	5	5.00	
			Efficient & customer-friendly frontline service	Zero percent complaints	Zero percent complaints	100%	5	5	5	5.00	
Total Over-all Rating				118.33	Comments and Recommendations for Development Purpose:  ATTEND TRAININGS/SEMINARS; DO BENCHMARKING						
Average Rating				4.93							
Adjectival Rating				Outstanding							

Evaluated and Rated by:

  
QUEEN EVER Y. ATUPAN

Unit Head

Date: \_\_\_\_\_

  
DANIEL LESLIE S. TAN

Unit Head

Date: \_\_\_\_\_

Recommending Approval:

  
DANIEL LESLIE S. TAN

Chairman, Performance Management Team

Date: \_\_\_\_\_

Approved:

  
EDGARDO E. TULIN

President

Date: 3/28/22

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



## Instrument for Performance Effectiveness of Administrative Staff

Rating Period: July - December 2021

Name of Staff: **RAQUEL H. DOHILING**

Position: **ADMINISTRATIVE OFFICER II**

**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	60				
<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	24				
Average Score	4.94				
Overall recommendation	:	VERY EFFICIENT & PRODUCTIVE. TIER 1 FOR MORE ADVANCED SKILLS.			



**DANIEL LESLIE S. TAN**

Vice President for Administration & Finance

## EMPLOYEE DEVELOPMENT PLAN

Name of Employee: RAQUEL H. DOHILING

Performance Rating: July – December 2021

Aim:

To efficiently assist the Vice President in the implementation of the administrative and budgeting program of the university.

To maximize the productivity potential and efficient delivery of administrative services and provides accurate and relevant service to cater the needs of the clientele with utmost satisfaction.

Proposed Interventions to Improve Performance:

Date: \_\_\_\_\_ Target Date: \_\_\_\_\_

First Step: Enhance and develop further her skills and knowledge on administrative management by coaching, mentoring and sending her to seminars/trainings related to her job.

Result: Improved work performance. Not being able to attend some of the related trainings due to pandemic.

Date: \_\_\_\_\_ Target Date: \_\_\_\_\_


Next Step: Develop her skills on supervision and records management by mentoring, coaching and sending her to related seminars/trainings.

Outcome: Improved supervisory skills and performances.


Final Step/Recommendation:

Recommend to attend training on supervision.

Prepared by:

  
DANIEL LESLIE S. TAN  
Unit Head

Conforme:

  
RAQUEL H. DOHILING  
Name of Ratee Staff