

## COMPUTATION OF FINAL INDIVIDUAL RATING FOR ADMINISTRATIVE STAFF

Name of Administrative Staff: **MARY-ANN D. JOYA** (July-October 2019)

Particulars (1)	Numerical Rating (2)	Percentage Weight 70% (3)	Equivalent Numerical Rating (2x3)
3. Numerical Rating per IPCR	4.79	70%	3.35
4. Supervisor/Head's assessment of his contribution towards attainment of office accomplishments	4.75	30%	1.42
<b>TOTAL NUMERICAL RATING</b>			<b>4.77</b>

TOTAL NUMERICAL RATING:

Add: Additional Approved Points, if any:


TOTAL NUMERICAL RATING:

ADJECTIVAL RATING:

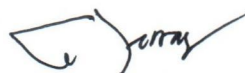
Prepared by:

  
**MARY-ANN D. JOYA**  
Name of Staff

Reviewed by:

  
**VELMA P. BONTUYAN**  
Department/Office Head

Recommending Approval:

  
**DILBERTO O. FERRAREN**  
Immediate Supervisor

Approved:

  
**EDGARDO E. TULIN**  
President

# INDIVIDUAL PERFORMANCE COMMITMENT & REVIEW FORM (IPCR)

I, MARY-ANN D. JOYA of the Visayas State University, Manila Office, commits to deliver and agree to be rated on the attainment of the following targets in accordance with the indicated measures for the period July to October 2019.

  
**MARY-ANN D. JOYA**  
 Ratce

Approved:


**VELMA P. BONTUYAN**

Head of Office


Univ. MFO & PAP's	VMO MFO	Success Indicators	Task Assigned	Target July-December 2019	Actual Accomplishment	Rating				Remarks
						Q <sup>1</sup>	E <sup>2</sup>	T <sup>3</sup>	A <sup>4</sup>	
<b>MFO 6: General Admin and Support Srvices</b>	<b>VMO MFO 1:</b>	Zero complaints from clients	Clients served effectively and efficiently	<b>95%</b>	<b>100%</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>5</b>	
	<b>VMO MFO 2:</b>	No. of messengerial services provided to VSU offices/officials not later than 2 days from receipt	Messengerial Services	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>4.67</b>	
	<b>VMO MFO 3:</b>	Number of guests accommodated and served	Frontline services	<b>275</b>	<b>300</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>4.67</b>	
		Percentage of rooms cleaned and ready for occupancy within an hour after being vacated	Housekeeping services	<b>80%</b>	<b>90%</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>4.33</b>	
		Number of issued Official Receipt after payment made by the guest within 5 minutes after representation the filled up registration form and ID	Cashiering services	<b>304</b>	<b>375</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>5</b>	
	<b>VMO MFO 4:</b>	Number of times for canvassing and purchasing lodging supplies	Purchasing and canvassing services	<b>60%</b>	<b>80%</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>5</b>	
		Gross income generated from VSU Manila Lodging House	Income generating services	<b>Php 200,000.00</b>	<b>Php 273,170.00</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>5</b>	
	<b>VMO MFO 5:</b>	Number of best practices introduced and implemented	1.) Provide drinking water hot/cold to guest/s 2.) Provide extra services to guest in booking of grab/vehicle/taxi from & to point of destination. 3.) Facilitates check-in of tickets/flight of guest/s eight hours before flight.	<b>1</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>4.67</b>	
		Total Over-all Rating								<b>4.79</b>

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						Q <sup>1</sup>	E <sup>2</sup>	T <sup>3</sup>	A <sup>4</sup>	
Average Rating (Total Over-all rating)						Comments & Recommendation for Development Purpose				
Additional Points:										
Punctuality										
Approved Additional points ( with copy of approval)										
Final Rating										
ADJECTIVAL RATING										

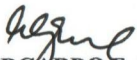
Evaluated and rated by:

  
**VELMA P. BONTUYAN**  
Head, VMO  
Date: \_\_\_\_\_

Recommending approval:

  
**DILBERTO O. FERRAREN**  
VP for Resource Generation and External Affair

Approved by:

  
**EDGARDO E. TULIN**  
University President  
Date: \_\_\_\_\_

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



PERFORMANCE MONITORING & COACHING JOURNAL

Name of Office: Visayas State University- Manila Office

Head of Office: VELMA P. BONTUYAN


Name of Staff: Mary Ann D. Joya

	1st	Q U A R T E R
	2nd	
X	3rd	
	4th	


Activity Monitoring	MECHANISM			Remarks	
	Meeting		Memo		Others (Pls. specify)
	One-on-One	Group			
<u>Monitoring</u>  1. Receiving, recording/ encoding, submission of documents,/reports delivering/paying of checks		X		Release of checks only to authorized personnel upon presentation of proper Identification/or SPA	
<u>Coaching</u>  1. To serve every client with high respect, humbly and with a smile  2. Keeping the dormitory atmosphere a home away from home.  3. Coordinates with the rest of the staff in the maintenance of the building and dormitory rooms.	X  X  x	X  X  x		By being facilitative and making clients feel safe comfortable and relaxed	

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

Conducted by:

  
VELMA P. BONTUYAN  
 Head, VSUMO

Noted by:

  
DILBERTO O. FERRAREN  
 VP, Resource Generation and

## Annex O

### Instrument for Performance Effectiveness of Administrative Staff

Rating Period: JULY TO OCTOBER 2019

Name of Staff: MARY-ANN D. JOYA      Position: Guesthouse Caretaker

**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.**

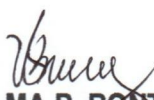
Scale	Descriptive Rating	Qualitative Description
5	Outstanding	The performance almost always exceeds the job requirements. The staff delivers outputs which always results to best practice of the unit. He is an exceptional role model
4	Very Satisfactory	The performance meets and often exceeds the job 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	57				
<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	57/12				
Average Score	4.75				

Overall recommendation : \_\_\_\_\_

  
**VELMA P. BONTUYAN**  
 Head of Office

Name of Employee: MARY ANN D. JOYA


Task No.	Task Description	Expected Output	Date Assigned	Expected Date to Accomplish	Actual Date Accomplished	Quality of Output*	Over-all assessment of output**	Remarks/ Recommendation
1	Accommodating and serving lodging needs of guests and visitors	Warm accommodation extended to guests and visitors	Various dated July- October 2019	Within July-October 2019	Within July – October 2019	Very Impressive	Outstanding	All guest and visitors warmly, respectfully and courteously accommodated and served.
2	Maintenance of the orderliness and cleanliness of the office rooms and all rooms within the building	Rooms kept clean and orderly ready for use	Various dated July- October 2019	Within July-October 2019	Within July-October 2019	Very Impressive	Outstanding	All rooms within the building maintained orderly and cleaned thoroughly.
3	Keeping of all linens, towels, curtains, etc. and kitchen utensils ready for use.	All linens, towels, curtains, etc. and kitchen utensils keep in order and ready for use.	Various, dated July-October 2019	Within July-October 2019	Within July-October 2019	Very Impressive	Outstanding	All items kept cleaned and orderly.
4	Plants ornamental plants and repotting of live and grown ones.	Plants to be watered and kept alive and grown.	Various, dated July-October 2019	Within July-October 2019	Within July-October 2019	Very Impressive	Outstanding	All grown and alive plants used as interior decors. .

5	Assists in the procurement activities of the office.	Plants to be watered and kept alive and grown.	Various, dated July-October 2019	Within July-October 2019	Within July-October 2019	Very Impressive	Outstanding	Purchases of supplies and materials facilitated.

\* Either very impressive, impressive, needs improvement, poor, very poor

\*\* Outstanding, very satisfactory, satisfactory, unsatisfactory, poor

Prepared by:

  
**VELMA P. BONTUYAN**  
 Head of Office