GENERAL STANDARDS

A. Quantity/Volume of work

10 - Target or quota exceeded by 30% or more
8 - Target or quota exceeded by 15% - 29%
6 - Target or quota accomplished as planned
4 - Only 51% - 99% of target or quota accomplished
2 - Less than 50% of target or quota accomplished

B. Quality of written work

10 - No error. Clearly presented and well organized. Every aspect of assignment well covered.
8 - 1 – 3 errors. Clearly presented and well organized.
6 - 4 – 7 errors. Report in accordance with instructions. Minor revision needed.
4 - 8 – 10 errors. Major revision needed.
2 - Work not acceptable. Needs total revision.

C. Quality of non-written work

10 - Excellent results. All aspects of work assignment thoroughly covered.
8 - One or two minor errors in the execution of work assignment. Results still very good.
6 - More than two minor errors or deficiencies in the execution of work assignment. Results are acceptable.
4 - More than two major errors or deficiency that can be overcome with help/assistance from supervisor.
2 - Haphazard or careless execution of work assignment. Unacceptable results.

D. Timeliness

10 - Task completed within ½ of the time required to finish it.
8 - Task completed within 2/3 of the time required to finish it.
6 - Task completed on the deadline.
4 - Task partially completed at the deadline.
2 - Task not yet begun at expected date of completion.
GUIDELINES ON RATING BEHAVIORAL DIMENSIONS

In rating behavioral factors affecting job performance, the following shall be considered:

A. **HUMAN RELATIONS** - Integrates concern for people at work, office clientele, and supervisor-subordinate relationship into work situations.

   10 - Very effective in dealing with public. Gets along easily with other members of the workforce. Has cordial relationship with supervisors, peers and subordinates.

   8 - Can be relied upon to deal with the public and is generally courteous and accommodating. Cooperative with peers and respectful of leaders.

   6 - Has the ability to deal with the public and peers, although needs some advice at times.

   4 - Has considerable difficulty in dealing with the public; occasionally discourteous except when attending to important or influential persons.

   2 - Has apparent difficulty in dealing with the public. Draws negative reactions. Often discourteous and irritable.

B. **DEPENDABILITY** - The ability to be relied upon in the accomplishment of tasks with less supervision.

   10 - Highly reliable. Introduces ideas and projects with originality without supervision. Always available on the job when needed.

   8 - Starts action and undertakes projects under minimal supervision.

   6 - Starts action to meet goals with regular supervision and support. Available on the job when needed.

   4 - Lacks personal drive to start a project or complete assigned tasks.

   2 - Refuses to perform assigned tasks despite assistance and very close supervision.
C. **WORK ATTITUDE** - Refers to the willingness to accept responsibilities and adherence to office rules and regulations.

10 - Shows willingness to accept additional responsibilities. Shows highest degree of compliance to office rules and regulations.

8 - Cooperation, respect, concern for others and adherence to office rules is demonstrated most of the time. Always shows willingness to accomplish assigned tasks immediately.

6 - Employees has the ability to cooperate with others. Accepts additional assignments but does not show initiative and resourcefulness to work with others. Compliance with office rules and regulations.

4 - Shows difficulty in compliance with office rules and regulations. Does not show willingness to accomplish assigned tasks.

2 - Irritable and discourteous in all aspects. Resorts to absenteeism when given assignments. Total disregard to office rules and regulations.

D. **STRESS TOLERANCE** - Stability of performance under pressure or opposition.

10 - Always calm and show pleasant disposition at all time. Consistently confident and positive even during stressful conditions at work. Never loses patience and never allows other’s tension and anxiety affect workloads.

8 - Most of the time calm, confident and positive. Occasionally loses emotional control during stressful conditions.

6 - Normally calm, confident and positive. Occasionally loses emotional control during stressful conditions.

4 - Often loses emotional control in dealing with stressful work situations. Often complains about people, personal difficulties and situations at work.

2 - Cannot handle pressures and stress. Highly emotional and gets into violent arguments with others.
E. PUNCTUALITY AND ATTENDANCE

**Punctuality**

10 – not more than 3 times tardy/undertime during the last 6 months;
8  -  4-6 times tardy/undertime;
6  -  7-10 times tardy/undertime;
4  -  11-15 times tardy/undertime;
2  -  more than 15 times tardy/undertime;

**Attendance**

10  -  perfect attendance during the last 6 months
8  -  1-6 days absent;
6  -  7-13 days absent;
4  -  14-20 days absent;
2  -  more than 20 days absent

The following cases shall be excluded in the determination of the rating for attendance:

1. Forced Leave
2. Maternity Leave
3. Prolonged sick leave duly certified by the office physician.
4. Special Privilege Leave (SPL)

Physical presence in the work place shall also be considered. In rating attendance, the average score is arrived at by dividing the rating for absences and under times by 2.

F. **LEADERSHIP** *(For Supervisors Only)* - The manner of guiding, influencing, motivating and developing confidence of subordinates to work as a team and accomplish assigned tasks, leading the organizational unit to achieve its goals and objectives enthusiastically.

10 - Leads staff exceptionally well. Easily achieves high productivity through teamwork. Maintains a good balance of tasks and people concerned.
8  -  Leads staff effectively. Often gets job done through teamwork. Staff is productive.
6  -  Leads staff adequately. Normally gets job done.
4  -  Seldom exercises leadership over staff. Seldom gets job done on time.
2  -  Cannot lead staff. No teamwork. Productivity is low. No balance of task and people concern.

Factors A to E shall apply to non-supervisory positions.
Factors A to F shall apply to all supervisory positions