

INDIVIDUAL PERFORMANCE COMMITMENT AND REVIEW (IPCR)

I, Rena S. Azada, of the PABX Unit, General Services Section, Administrative Division, commit 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 September 30, 2022.

Rena S. Azada
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Administrative Aide IV

Date : 2-23-23

Reviewed by	Date	Approved by	Date
<i>Eduardo C. De Villa</i> Eduardo C. De Villa		Roberto S. Se	
OIC, General Services Section		Chief, Administrative Division	

MFO/PAP	Success Indicator (Target + Measure)	Actual Accomplishment	Rating				Remarks
			Q ¹	E ²	T ³	A ⁴	
Operation	Operates the PABX switchboard at a variety of businesses to facilitate connections and handle incoming, interoffice or outgoing calls with 94% efficiency.	Operated the PABX switchboard at a variety of businesses to facilitate connections and handle incoming, interoffice or outgoing calls with 97% efficiency.	5	4	4	4.33	
	Make outside contacts for the different services/division, or urgent calls with 94% completeness.	Made outside contacts for the different services/division, or urgent calls with 97% completeness.	4	5	4	4.33	
	Take and relay messages and informations for personnel of various offices at LTO Central Office with 94% efficiency.	Ensured that the messages and informations for personnel of various offices at LTO Central Office with 97% efficiency.	4	4	5	4.33	
Assistance	Assist customers in completing long distance or local telephone calls with 94% efficiency.	Assisted customers in completing long distance or local telephone calls with 97% efficiency.	4	5	4	4.33	
	Handle all directory assistance queries with 94% completeness.	Handled all directory assistance queries with 97% completeness.	4	5	5	4.67	
Records Management	Keep records of long-distance calls made through the switchboard with 94% completeness.	Kept records of long-distance calls made through the switchboard with 96% completeness.	5	4	4	4.33	
Inspection B Related	Spot Inspection (Pre/Post) of driver's license (DL) cards, accountable forms, equipment and supplies with 95% completeness and accuracy.	Inspected driver's license (DL) cards, accountable forms, equipment and supplies with 97% completeness and accuracy.	5	5	5	5	
TOTAL RATING			31	32	31	31.3	
FINAL AVERAGE RATING			4.43	4.57	4.43	4.48	

Comments and Recommendation for Development Purposes

Discussed with	Date	Assessed by	Date	Final Ranking by	Date
Rena S. Azada		<i>Eduardo C. De Villa</i> Eduardo C. De Villa		Roberto S. Se	
Administrative Aide IV		OIC, General Services Section		Chief, Administrative Division	

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