



**REPORT ON THE EVALUATION OF JANITORIAL SERVICES**  
*Dependable Manpower and Janitorial Services*  
**(Covering the Period December 2023 to May 2024)**

Prepared by: **Office of Monitoring and Evaluation**

Prepared for: **Office of the Chancellor**  
**Infrastructure Services Division (ISD)**  
**Procurement Management Division (PMD)**  
**MSU-IIT Bids and Awards Committee (BAC)**

Prepared on: **June 26, 2024**



## TABLE OF CONTENTS

### Page Number

Executive Summary	1
Survey Objectives	1
Methodology	
Survey Respondents	1-3
Data Collection Procedure	3-4
Data Analysis	4
Results and Discussions	5-10
Recommendations	10-13



## Executive Summary

This survey, conducted by the Office of Monitoring and Evaluation (OME), assesses the performance of janitorial services for the period from **December 2023 to May 2024**. The review aimed to evaluate the performance of Dependable Manpower and Janitorial Services, the University's outsourced janitorial service provider. A total of 281 responses from Responsibility Center Heads, faculty, staff, and students were collected and tabulated for this period.

## Survey Objectives

The objectives of this evaluation as stipulated in the Implementing Rules and Regulations (IRR) are the following:

1. To assess the performance of the service providers;
2. To determine the compliance of the service provider with the contract and other existing laws and regulations imposed by the state;
3. To recommend to the top management the result of the evaluation if such services meet its very satisfactory requirement and;
4. To help the top management in decision making whether to renew, allow or disallow the participation of any service provider based on verified reports.

## Methodology

### a. Survey Respondents

The survey respondents comprised seven (7) Responsibility Center Heads, eighteen (18) faculty members, twenty-nine (29) non-teaching administrative staff, and two hundred twenty-seven (227) students. In total, two hundred eighty-one (281) individuals completed the survey questionnaire via Google Forms.

Designation	(f)
Faculty	18
Non-Teaching Staff/Administrative Staff	29
Responsibility Center Head/Cost Center Head	7
Student	227
<b>Grand Total</b>	<b>281</b>



As outlined in the existing Implementing Rules and Regulations for the Performance Evaluation of Janitorial Services, "at least 20 students will be randomly selected, and 10% of the population from each Responsibility Center will be randomly selected to answer the survey questions."

Table 1 below shows the distribution of survey respondents by office/college. According to the table, students provided the highest number of responses, totaling 227, with the College of Engineering contributing the most student responses at 57. Among faculty respondents, the College of Arts and Social Sciences had the highest number, with a total of 8 responses. For non-teaching administrative staff, the Physical Plant Division (now the Infrastructure Services Division) and the Security and Investigation Division had the highest number of responses, each totaling 4.

**Table 1. Distribution of Survey Respondents Per Office/College  
For the Period December 2023 to May 2024  
RESPONDENTS BY OFFICE/COLLEGE & POSITION**

Office/College	Faculty	Non-Teaching Staff/Administrative Staff	Responsibility Center Head/ Cost Center Head	Student	Grand Total
Accounting Division		1			1
Cashiering Division		1			1
Center for Advanced Education and Lifelong Learning	1				1
Center for Information and Communication Technology				1	1
College of Arts and Social Sciences	8		1	46	55
College of Computer Studies		1		21	22
College of Economics, Business, and Accountancy	1			17	18
College of Education	1	2		41	44
College of Education-Integrated Developmental School	1			1	2
College of Engineering and Technology	2	2		57	61
College of Health Sciences				10	10
College of Science and Mathematics	4	3		30	37
Fab Lab MSU-IIT		1			1
Legal Services Office		1			1
Mindanao Heritage and Indigenous Research Center (MHIRC)			1		1
MSU-IIT Center for Resiliency		1			1
Natural Museum			1		1
Office of Admission, Scholarship and Grants		1			1
Office of Guidance and Counseling		1			1
Office of Sports, Physical Fitness, and Recreation MSU-IIT			1		1
Office of the Budget Management		1			1



Office of the Chancellor		1	1		2
Office of the University Registrar				1	1
Office of the Vice-Chancellor for Academic Affairs		1			1
Office of the Vice-Chancellor for Research and Enterprise		1			1
Physical Plant Division		4	1		5
Premier Research Institute of Science and Mathematics		1			1
School of Interdisciplinary Studies				2	2
Security and Investigation Division		4	1		5
University Library		1			1
<b>Grand Total</b>	<b>18</b>	<b>29</b>	<b>7</b>	<b>227</b>	<b>281</b>

## Data Collection Procedure

According to the Implementing Rules and Regulations (IRR), the Infrastructure Services Division (formerly the Physical Plant Division) is responsible for distributing the survey materials to the designated respondents. The Office of Monitoring and Evaluation (OME) is tasked with reviewing the implementation and compliance of the outsourced janitorial services as per the terms and conditions outlined in the contract between the University and the respective agency. In line with its mandate to coordinate with relevant offices and agencies for monitoring and evaluation of projects and services, OME oversaw the distribution of the survey tool to ensure the timely collection of survey results. Specifically, OME facilitated the survey process through the following steps:

1. Reviewed an updated list of RC heads and their respective designations/positions to ensure all could participate in the survey.
2. Sent the survey instrument (Google Form) to the respondents' email addresses. To ensure proper data collection, a memorandum was issued to all responsibility center heads, emphasizing the importance of participating in the survey. This included faculty members, non-teaching administrative staff, and students, as outlined in Memorandum Order No.: 2024-006 - OME dated June 05, 2024, with the subject "Participation in the Conduct of Evaluation Survey for the Janitorial and Security Services Providers for the Period December 2023 to May 2024."



3. To increase survey participation, the OME Team coordinated with the Center for Information and Communication Technology Center (ICTC), headed by Director Dante M. Dinawanao, through Mr. Richard Micubo, to make the janitorial services survey tool accessible on the MyIIT portal.
4. The survey covered the period from December 2023 to May 2024. All responses collected through Google Forms were transferred to MS Excel for easy and accurate tabulation and processing of results.

### c. Data Analysis

Google Forms was used to distribute the evaluation tool. The survey instrument employed a 5-point Likert Scale, with statement indicators allowing respondents to rate each item based on corresponding scores that best describe their assessment.

Below is a table outlining the range of rating scores, adjectival ratings, and corresponding descriptive remarks:

**Rating Scores, Adjectival Rating and the Corresponding Descriptive Remarks**

Rating Score	Adjectival Rating	Mean Value	Descriptive Remark
1	Poor	1.00-1.99	Needs major improvement in most or all areas
2	Unsatisfactory	2.00-2.99	Needs improvement in some areas
3	Satisfactory	3.00-3.99	Meets most of our expectations
4	Very Satisfactory	4.00-4.99	Meets all our expectations
5	Outstanding	5.00	Exceeds our expectations

To analyze the data, frequency counts and mean values were utilized as statistical tools. The average responses of the respondents to each statement indicator were computed using the weighted mean formula, as shown below:

$$WM = \frac{f_1(1) + f_2(2) + f_3(3) + f_4(4) + f_5(5)}{f_1 + f_2 + f_3 + f_4 + f_5}$$



## Results and Discussions

This section of the report presents the tabulated results of the combined responses from Responsibility Center Heads, randomly selected faculty members, non-teaching administrative staff, and students. The results are displayed in tables, followed by narrative descriptions of the data. The data are organized according to the categories of statement indicators as outlined in the survey instrument: (a) Restrooms, (b) Interior Spaces (Classrooms, Offices, Laboratories, etc.), (c) Exterior Spaces (Open Areas: Parks, Fields, Hallways, Lobbies, etc.), (d) Floors and Stairways, and (e) Other Requirements, which were answered exclusively by MSU-IIT Employees.

**Table 2. Respondents' Responses on their Assessments of the Restrooms**

QUESTIONS	5- Outstanding		4- Very Satisfactory		3- Satisfactory		2- Unsatisfactory		1- Poor		WEIGHTED  Mean (Average Rating)	Adjectival Rating
	(f)	%	(f)	%	(f)	%	(f)	%	(f)	%		
RESTROOMS												
Toilets/sinks cleaned, and sanitized daily	109	38.79%	84	29.89%	64	22.78%	18	6.41%	6	2.14%	3.97	Satisfactory
Trash containers emptied, lined, cleaned, and sanitized daily	115	40.93%	69	24.56%	67	23.84%	24	8.54%	6	2.14%	3.94	Satisfactory
Soap/towels/tissue dispensers filled, cleaned, and sanitized daily	81	28.83%	63	22.42%	79	28.11%	39	13.88%	19	6.76%	3.53	Satisfactory
Glass/mirrors/chrome hardware cleaned daily	111	39.50%	67	23.84%	71	25.27%	23	8.19%	9	3.20%	3.88	Satisfactory
Floors swept, mopped, and sanitized daily	140	49.82%	67	23.84%	55	19.57%	14	4.98%	5	1.78%	4.15	Very Satisfactory
Dirt spots from partitions and doors cleaned daily	117	41.64%	70	24.91%	75	26.69%	13	4.63%	6	2.14%	3.99	Satisfactory
Percentage Distribution:		39.92%		24.91%		24.38%		7.77%		3.02%		
Average Mean:											3.91	Satisfactory

As indicated in Table 2, the statement indicator regarding **whether soaps, towels, and tissue dispensers are filled, cleaned, and sanitized** received a mean value of **3.53**, resulting in a **"SATISFACTORY"** adjectival rating. This indicator had the lowest rating among the other indicators in this category and remained the lowest when compared to the previous evaluation (June 2023 to November 2023). Conversely, the respondents gave the **restrooms** an overall mean rating of **3.91**, also corresponding to a **"SATISFACTORY"** adjectival rating. This data suggests that the janitorial services for the restrooms generally met most respondents' expectations. It also implies that most restrooms in the University are **cleaned, disinfected, and deodorized daily**, as specified in the contract between MSU-IIT and Dependable Manpower and Janitorial Services, page 8, Article G, no. 1c.



**Table 3. Respondents' Responses on their Assessments of the Interior Spaces (Classroom, Offices, Laboratories, etc.)**

QUESTIONS	5- Outstanding		4- Very Satisfactory		3- Satisfactory		2- Unsatisfactory		1- Poor		WEIGHTED	Adjectival Rating
	(f)	%	(f)	%	(f)	%	(f)	%	(f)	%	Mean (Average Rating)	
INTERIOR SPACES (Classrooms, Offices, Laboratories, etc.)												
Trash containers emptied, cleaned, and lined daily	119	42.35%	76	27.05%	72	25.62%	10	3.56%	4	1.42%	4.05	Very Satisfactory
Cobwebs from ceiling areas dusted and removed weekly	119	42.35%	84	29.89%	57	20.28%	18	6.41%	3	1.07%	4.06	Very Satisfactory
Dirt spots from wall removed and cleaned daily	110	39.15%	87	30.96%	63	22.42%	18	6.41%	3	1.07%	4.01	Very Satisfactory
Water fountains/sinks/kitchen areas cleaned and sanitized daily	107	38.08%	84	29.89%	69	24.56%	20	7.12%	1	0.36%	3.98	Satisfactory
Furniture/telephones/horizontal surfaces/office and laboratory equipment wiped with damp cloth and cleaned daily	117	41.64%	77	27.40%	70	24.91%	16	5.69%	1	0.36%	4.04	Very Satisfactory
Light switches/door handles cleaned, sanitized, and polished daily	112	39.86%	87	30.96%	65	23.13%	16	5.69%	1	0.36%	4.04	Very Satisfactory
Janitors'/Janitress' areas are cleaned, sanitized, and maintained well daily	125	44.48%	85	30.25%	61	21.71%	10	3.56%	0	0.00%	4.16	Very Satisfactory
Curtains/blinds cleaned and dusted weekly	116	41.28%	79	28.11%	69	24.56%	15	5.34%	2	0.71%	4.04	Very Satisfactory
Percentage Distribution:		41.15%		29.31%		23.40%		5.47%		0.67%		
Average Mean:											4.05	Very Satisfactory

Table 3 presents the respondents' ratings of the interior spaces, including classrooms, offices, laboratories, and similar areas. As shown in the table, all the statement indicators received a **"VERY SATISFACTORY"** rating, **except for water fountains, sinks, and kitchen areas, which were rated as "SATISFACTORY."** Nonetheless, the average mean for the Interior Spaces category is **4.05**, corresponding to a **"VERY SATISFACTORY"** adjectival rating.

**Table 4. Respondents' Responses on their Assessments of the Exterior Spaces (Open Areas: Parks, Fields, Hallways, Lobbies, etc.)**

QUESTIONS	5- Outstanding		4- Very Satisfactory		3- Satisfactory		2- Unsatisfactory		1- Poor		WEIGHTED  Mean (Average Rating)	Adjectival Rating
	(f)	%	(f)	%	(f)	%	(f)	%	(f)	%		
EXTERIOR SPACES (Open Areas: Parks, Fields, Hallways, Lobbies, etc.												
Entrances and sidewalks swept daily	159	56.58%	72	25.62%	46	16.37%	4	1.42%	0	0.00%	4.37	Very Satisfactory
Entrance glass doors cleaned daily	149	53.02%	76	27.05%	48	17.08%	8	2.85%	0	0.00%	4.30	Very Satisfactory
Exterior and interior windows of all facilities cleaned daily	144	51.25%	78	27.76%	49	17.44%	8	2.85%	2	0.71%	4.26	Very Satisfactory
Trash cans emptied and cleaned daily	134	47.69%	75	26.69%	58	20.64%	13	4.63%	1	0.36%	4.17	Very Satisfactory
Trash around buildings picked up and swept daily	139	49.47%	81	28.83%	54	19.22%	7	2.49%	0	0.00%	4.25	Very Satisfactory
Surrounding areas maintained well/trimmed/landscaped weekly	144	51.25%	74	26.33%	55	19.57%	7	2.49%	1	0.36%	4.26	Very Satisfactory
Percentage Distribution:		51.54%		27.05%		18.39%		2.79%		0.24%		
Average Mean:											4.27	Very Satisfactory

The data presented in Table 4 show the respondents' evaluations of the exterior spaces, which include open areas, parks, fields, lobbies, and similar areas. The results indicate that the respondents gave this category an average mean score of **4.27**, reflecting that they were **"VERY SATISFIED"** with the janitorial services concerning the University's exterior spaces.





**Table 5. Respondents' Responses on their Assessments of the Floors and Stairways**

QUESTIONS	5- Outstanding		4- Very Satisfactory		3- Satisfactory		2- Unsatisfactory		1- Poor		WEIGHTED	Adjectival Rating
	(f)	%	(f)	%	(f)	%	(f)	%	(f)	%	Mean (Average Rating)	
FLOORS AND STAIRWAYS												
Floors swept and mopped daily	141	50.18%	79	28.11%	51	18.15%	10	3.56%	0	0.00%	4.25	Very Satisfactory
Wood floors kept shiny and well-maintained	141	50.18%	76	27.05%	55	19.57%	9	3.20%	0	0.00%	4.24	Very Satisfactory
Stairs handles and railing kept shiny and well-maintained	131	46.62%	78	27.76%	60	21.35%	12	4.27%	0	0.00%	4.17	Very Satisfactory
Percentage Distribution:		48.99%		27.64%		19.69%		3.68%		0.00%		
Average Mean:											4.22	Very Satisfactory

As indicated in Table 5, the respondents evaluated the statement indicators related to the maintenance of floors and stairways, including "floors swept and mopped daily," "wood floors kept shiny and well-maintained," and "stair handles and railings kept shiny and maintained." The evaluation resulted in a mean value of **4.22**, corresponding to a **"VERY SATISFACTORY"** adjectival rating. This data suggests that the janitorial services for the rooms' floors, wood floors, and stair handles and railings met most respondents' expectations. It **can also be inferred that these areas were thoroughly mopped, well-maintained, and kept shiny daily**, as specified in the contract between MSU-IIT and Dependable Manpower and Janitorial Services, page 8, Article G, no. 1a.

**Table 6. Respondents' Responses on Other Requirements**

QUESTIONS	5- Outstanding		4- Very Satisfactory		3- Satisfactory		2- Unsatisfactory		1- Poor		WEIGHTED  Mean (Average Rating)	Adjectival Rating
	(f)	%	(f)	%	(f)	%	(f)	%	(f)	%		
OTHER REQUIREMENTS (To be answered by MSU-IIT Employees ONLY)												
Exterior doors/windows are locked when necessary	95	56.21%	42	24.85%	24	14.20%	6	3.55%	2	1.18%	4.31	Very Satisfactory
The lights are turned off when not in used	91	54.17%	44	26.19%	28	16.67%	4	2.38%	1	0.60%	4.31	Very Satisfactory
The air conditioning units are turned off when not in use	90	53.57%	43	25.60%	29	17.26%	5	2.98%	1	0.60%	4.29	Very Satisfactory
Observed irregularities or problems and inventory requirements reported to concerned personnel	20	38.46%	21	40.38%	10	19.23%	1	1.92%	0	0.00%	4.15	Very Satisfactory
Accidental items during the day reported to the concerned Responsibility Center Head.	21	40.38%	19	36.54%	11	21.15%	1	1.92%	0	0.00%	4.15	Very Satisfactory
Materials and supplies such as cleaning chemicals, brushes, soap and others necessary to maintain the cleanliness are provided	90	53.25%	36	21.30%	34	20.12%	8	4.73%	1	0.59%	4.22	Very Satisfactory
OVERALL SATISFACTION [The overall performance of the janitors and janitress	122	43.42%	90	32.03%	58	20.64%	11	3.91%	0	0.00%	4.15	Very Satisfactory
Percentage Distribution:		48.50%		29.56%		18.47%		3.06%		0.42%		
Average Mean:											4.23	Verv Satisfactory

**Note: Only MSU-IIT Employees were required to answer the statement indicators in Table 6.**

Table 6 presents the respondents' ratings on the other requirements, including ensuring exterior doors are locked and lights are turned off, reporting irregularities to



the concerned authorities, reporting items to the Infrastructure Services Division, and providing materials to ensure cleanliness. **All statement indicators received "VERY SATISFACTORY"** responses, with an average mean score of **4.23**, corresponding to a **"VERY SATISFACTORY"** adjectival rating.

**Table 7. Summary of Respondents' Responses in all Categories**

CATEGORIES	NUMERICAL RATING (Weighted Mean)	ADJECTIVAL RATING
RESTROOMS	3.91	Satisfactory
INTERIOR SPACES (Classrooms, Offices, Laboratories, etc.)	4.05	Very Satisfactory
EXTERIOR SPACES (Open Areas: Parks, Fields, Hallways, Lobbies, etc.)	4.27	Very Satisfactory
FLOORS AND STAIRWAYS	4.22	Very Satisfactory
OTHER REQUIREMENTS (For MSU-IIT Employees ONLY)	4.23	Very Satisfactory
<b>WEIGHTED MEAN:</b>	<b>4.13</b>	<b>Very Satisfactory</b>

Table 7 provides a summary of respondents' ratings across all categories of statement indicators evaluating the janitorial services for the period from December 2023 to May 2024. The table shows that the **Restrooms received the lowest rating** with a weighted mean of **3.91**. Conversely, the **Exterior Spaces achieved the highest weighted mean** score of **4.27**, which is interpreted as **"VERY SATISFACTORY"**. Overall, the janitorial services across **all categories received a weighted average rating of 4.13**, also interpreted as **"VERY SATISFACTORY"** for the specified period.

**Table 8. Raw Comments and Suggestions of the Respondents that Need Actions on the Janitorial Services for the Period of December 2023 to May 2024**

The comments and suggestions included in this report are those that require attention from the contractor, Dependable Manpower and Janitorial Services, and the Infrastructure Services Division (formerly Physical Plant Division). All raw comments from the survey are accessible to the ISD Director via the Google worksheet provided by OME.

COMMENTS/SUGGESTIONS
clean the cr properly especially in girls area



There are two new janitress named Sally Bacalso and Lisa Natinga that evades work. They are found to standby in their duty time and they will not render needed task when they are already off. Specifically, wet floor in front of the canteen, the specific janitress said they will not do it because their duty time is over. So we will wait that an accident will happen before they will work on it. There are many instances that they evade work and found slacking of. several faculty in our department attest that this Lisa and Sally will not render service because "the area in concern is not their assigned area" even if they are the one's present at that very moment. One time, we asked for broom, they just gave us the broom with no intention of working on the task. Kami lugar pa silhigon. I think these two do not have good record in their previous assignment.
There are Homophobic Janitors who were assigned in Comfort rooms po, and she literally stopped me from doing my stuff because she said I am not allowed in Female comfort room, knowing that I literally dressed as a woman in front of her.
I don't know who's at fault, but the comfort room in CASS is always dirty and smells so bad. parati rin walang tubig. and the floor is always wet.
At COE building 3rd floor cr near EE department, I recommend putting a "kabo" and "palanggana" so that students does not need to use tissues that may cause clog in toilets.
I hope magbutang og trashbin sa cr kay looy kaayo ang janitor permi mag sunod sa hugaw sa studyante which is ginabutang lang sa sink ang mga basura
I would not like to discuss this but, there's a janitor in ced which is she is very strict even if we didn't do anything to her. There's this time that we goes to comfort room just to have a looked at the mirror and then when she arrives, she blame us for not turning off the water whereas we just arrived at that time, and then the second one is me and my friend goes to Library but the Library is closed so when we saw the front room was open, we standby there for the meantime, the Aircon is off and so the light, and then when she came in, she told us to go out because she's going to clean the room, she goes out to get the broom and the dustpan so we packed our things and then when we stand up, she knocked over the dustpan and it's so very disrespectful, i know that we are the younger ones and we have to respect or accept the elders complain but it's too much!, i hope it can be resolve. No offense but it's base on my experiences
Sometimes kailangan pa ingnan sila like (to clean the glass window) & or to check & clean ang mga dusty area. Ex. I notice when cleaning the floor, they only swipe & mop the area na reachable or kanang makita lang nila. We have this removable photocopier na naay ligid, they wouldn't even try to move it para malimpyuhan, sweep & mop nlng unta. Hopefully SOP na unta na nila, di na kinahanglan mandaran, kanang naay initiative to check if okay nba or dili, sometimes man gud maikog ko manugo kay bag'o nasad ang Janitor. Mas better unta kanang naka-station na sila permanently kay we are building trust towards them and kanang dili nasad mi magbalik2 ug tudlo unsay angay buhaton. We also notice na usahay on & off ang maglimpyo sa pikas office sa annex blg kay wala na sad ang naka-assign na Janitor, hopefully ma-address ni. Additional concern, dapat naay nakatoka na Janitor through out the day (Overlapping schedules unta) kay naay instances na naa mi ipamalihug wala mi mahagilap na Janitors even checking sa ilang area, wala jud tao kay nag-out na sila?, Wala sad mi kabalo aha na sila paingon. We would also like to address nang classroom cleaner? naay certain room na dili nila malimpyohan ug apil, ex. Room 130 sa Physics, naay certain off smell, I don't know if nagalimpyo ba sad sila sa mga rooms? kay I notice dili jud xa limpyo para sa akoo. Hopefully mag-add mo tingali ug cleaner sa mga classrooms para mapadali and matabangan ang paglimpyo sa mga classrooms kay 2 is better than 1 magclean sa whole floor. And naa pa diay, unta magbutang mo ug satellite trash bins (4 corners sa college) with labels na Biodegradable, Recyclable, Non-bio degradable kay I notice isa lang ang trash bins para sa tanan classifications sa basura, We all know isa sad na sa current problem sa city na need ma-address. Students will not learn to throw them properly kung isa lang ka basurahan para sa tanan klaseng basura, though naa mi diri katong sa plastic bottle, dili to enough. Hopefully ma-address ni. Daghang salamat.
I hope you're doing well. I wanted to bring up something that's been on our minds regarding Room 107 in the CASS building. It seems like we're dealing with quite a few mosquitoes during our morning classes at 7:30 a.m., and it's only given since the location of the room is on the farthest side of the building. However, we want to address this because their number is causing us some discomfort. I hope you don't mind me bringing up this kind of notice, but their number is so alarming to me that some students who may have sensitive skin may be troubled with it as well. I hope it's not too much to address. Thank you, and thank you so much for always keeping MSU-IIT well-maintained. I'm enjoying my classes so far because of the school's well-maintained premises.
Keep it up, and I hope more trashcan around campus
"I commend the efforts of our janitors in keeping our office and environment clean. Therefore, I suggest you increase the amount of cleaning materials and other necessary tools they need to in order to maintain the cleanliness of our University.



IN CASS building their comfort room is very dirty I hope they have time to clean that comfort room mostly it's very uncomfortable to use
Garbage disposal should be done 4-times a day, thrice a week to lessen garbage accumulation at collection point and at building surroundings.
The supervisor of the janitorial personnel should have an implementation checklist of their daily services.
The janitors shall be given a constant reminders by their supervisor of the following tasks within their AOR respectively: Energy Conservation (ENERCON), risk/hazards, lost and found should be turned over to SID office at once and any occurrence of any untoward incidents must be reported immediately to assigned guard within their AOR, that require appropriate action.
management concerned on janitorial services should monitor their daily assignments and tasks for counter checking purposes. This is to ensure validity of certain observations as submitted on via online evaluation.
Room 115 in the COE building isn't well maintained. We don't know what their specific issue is but I think we don't necessarily leave our spaces untidy and practice CLAYGO as much as we could. The least they could do is to sweep and mop the floors daily and keep the trashbins empty but it seems like they always fail to do so.

## Recommendations

Based on the survey results, the Office of Monitoring and Evaluation provides the following recommendations:

### 1. *Comfort Rooms Maintenance*

Concerns have been raised about the cleanliness of comfort rooms in various University buildings, particularly in the CASS, COE (third floor), and CED buildings, where some were found to lack dippers, water containers, and trash bins. The Infrastructure Services Division (ISD) should perform an ocular inspection of these comfort rooms to ensure they are properly maintained. The ISD should also provide feedback to the janitorial services supervisor as needed. To address the shortage of dippers, water containers, and trash bins, the ISD should coordinate with the concerned offices to include these items in their Work and Financial Plans (WFPs) and propose funding for these supplies. Additionally, the ISD should conduct random inspections of common comfort rooms in colleges to prevent future issues.

### 2. *Solid Waste Management*

The ISD shall ensure compliance with the Republic Act No. 9003 otherwise known as the ***"Philippine Ecological Solid Waste Management Act of 2000"***. Section 22, Article 2 of the said law provides the following mandatory minimum standards and requirements for segregation and storage of solid waste pending collection:

- (a) ***There shall be a separate container for each type of waste from all sources: Provided, that in the case of bulky waste, it will suffice that the same be collected and placed in a separate and designated area; and***



(b) *The solid waste container depending on its use **shall be properly marked or identified for on-site collection as “compostable”, “non-recyclable”, “recyclable” or “special waste”, or any other classification as may be determined by the Commission.***

The National Solid Waste Management Commission categorized waste components into biodegradable, recyclable, residual with potential for diversion, residual for outright disposal, and special wastes, as specified in Section 6 of the NSWMC Resolution No. 1380, series of 2020. These categories have been further subdivided into materials, as detailed in Annex B of the resolution, as shown below:

Waste Category	Subcategory
BIODEGRADABLES	Food/kitchen waste
	Garden/park waste
	Agri/Farm waste
	Livestock wastes
RECYCLABLES	Paper (white paper, cardboards, cartons, newspaper, textbooks, magazine, pamphlets, mixed paper, etc.)
	Plastics (PET bottles, beverage jugs, PVC pipes, squeezable bottles/tubes, microwavable containers, pails/chairs, styrofoam, plastic trays & cutlery, others)
	Glass (bottles, flat glass, cullets)
	Metals (tin cans, aluminum cans & trays, copper tubes and wires, steel)
RESIDUALS with POTENTIAL for RECYCLING	Flexible plastics: Pouches, sachets, wrappers, tarpaulins, drinking straw, grocery/food bags Leather Rubber (slippers, mats) Textile (rags)
RESIDUALS for DISPOSAL	Sanitary composites (napkins, diapers, soiled tissue paper)
	Soiled paper (coated paper, food contaminated paper)
	Soiled plastics (labo, etc.)
	Others: Cigarette butts, etc.
SPECIAL WASTES	Hazardous waste (WEEE, pesticide and cleaning containers, paint & chemical containers, etc)
	Healthcare waste from hospitals (gloves, masks, syringes, expired medicines, etc.)
	Bulky waste (bulky yard waste, rubber tires, construction/demolition/disaster debris)

Therefore, the provision of trash bins for each type of waste is essential as it encourages responsible disposal of waste, helps prevent littering, and can significantly reduce pollution inside the university campus. Thus, **the need for trash bins cannot be overstated** as they **play a vital role in promoting cleanliness and sustainability.**

Furthermore, the **law imposes penalties for violations resulting from noncompliance**, as outlined in **Section 3, Part V: Prohibited Acts, Penalties, and Suits of Rule XVIII (Penal Provisions) of the DENR Administrative Order No. 2001**, also known as the "Implementing Rules and Regulations of Republic Act No. 9003."



### **3. Janitorial Performance**

The survey revealed issues with janitors being selective in their cleaning duties and some areas, such as classrooms, not being cleaned at all. There were also instances of janitors loafing during work hours. The ISD should regularly monitor janitor performance through their supervisor and conduct routine inspections to ensure cleanliness and maintenance using standardized inspection forms by the ISD.

Janitors should receive a detailed cleaning checklist from their supervisor, specifying daily, weekly, and monthly tasks, along with a schedule for task completion. The ISD should remind the agency of potential penalties for neglecting responsibilities and issue a notice of offense with penalties deducted from the billing, as necessary. Concrete guidelines for this offense and penalty mechanism should be established by the ISD.

### **4. Janitor Conduct**

The survey also noted instances of janitors displaying discourteous or rude behavior. Janitors are expected to show appropriate respect and courtesy within the University premises. The ISD should ensure that the agency deploys only those janitors who have received proper training in customer service and orientation on University rules, protocols, and policies. It is also recommended that the ISD should conduct investigations into security personnel's misconduct when necessary.

### **5. Penalties for Offenses**

Based on the survey results and the contract's penalty clauses, the ISD should impose penalties against the billing of janitorial services for offenses listed in the raw comments of this report, as deemed necessary. The ISD must exercise its discretion on this matter.

### **6. Report Distribution**

The Infrastructure Services Division should **provide Dependable Manpower and Janitorial Services with a copy of this report and discuss the evaluation results with the agency's head or representative for appropriate action** of issues cited/discussed in this evaluation report.





### **7. Action and Reporting**

The contractor should submit a written report detailing the actions taken to address the issues. The ISD will confirm and validate these actions. The **ISD should also submit a report on the actions taken** based on these recommendations **within thirty (30) days from the receipt of this evaluation report** to the Office of Monitoring and Evaluation.

In summary, based on the performance evaluation of the janitorial services provider for the period of December 2023 to May 2024, the Office of Monitoring and Evaluation recommends that **Dependable Manpower and Janitorial Services be allowed to participate in the next bidding cycle, subject to compliance with all recommended actions and interventions.**

Prepared by:

**MARK JUNE L. APORADOR, MBA**  
*Project Development Officer III*  
Office of Monitoring and Evaluation

Reviewed and verified by:

**MELGIE A. ALAS, MMBM, PGSDSDS**  
Director, Office of Monitoring and Evaluation