## TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY

Individual Performance Commitment and Review (IPCR)

I, Mario C. Fernandez, of the Operations Department, Zamboanga Golf Course and Beach Park, commit 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 DECEMBER 2019

MARIO C. FERNANDEZ Beach Supervisor

Date:

(DEPARTMENT HEAD NAME) AND	(DEPARTME			ME)	(DIVISION HEAD NAME)		(EMPLOYEE NAME)	(EMPLC
ATTY. MARIA TERESA C. ALVAREZ	TY. MARIA	AT		RING	Machinexidately		MARIO C. FERNANDEZ	MARIO C
					I certify that I discussed my assessment of the performance with the employee		MARIO E TENNANDEZ	Mario
Date	ring by	Final Ranking by		Date	Assessed by	Date		Discussed with
						88	Comments and Recommendations for Development Purposes	Comments and Recommence
	4.667							FINAL AVERAGE RATING
					Emoticons	Smiley Images each	Garnered a total score of 85% Smiley Images each Emoticons month	
Sick leave from Oct 2019	4.667	4.333		5.000	Submitted on the 2ndworking day and achieved 95.19% Happy Smiley	tted to the RM on ucceeding month	Summary of Emoticons submitted to the RM on the 3rd WORKING day of the succeeding month	
Sick leave from Oct 2019	4.667	4.333		5.000	Submitted on the 2nd working day and achieved 98.25% satisfaction rating for the period	ick Forms on the 3rd ng month at the end of	Summary of Customer Feedback Forms submitted monthly to the RM on the 3rd WORKING day of the succeeding month Gathered a total score of 50% at the end of December 31, 2019	
Remarks	A4	13	E2	ą.	Actual Accomplishments		SUCCESS INDICATOR	TRATEGIC OBJECTIVES FUNCTIONS
		RATING	RAG					
		1	ie me	Head of Office	Нег		IMMEDIATE SUPERVISOR	IMMEDIAT
		k ''	. ALVAREZ	TERESA ( erations D	ATTY, MARIA TERESA C. ALVAREZ Manager-Operations Department g		And Sarah Sarah	MalSDA Reside
Date					Approved by	Date		Reviewed by

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

## OPERATIONS DEPARTMENT

## Zamboanga Golf Course & Beach Park RATING MATRIX

July - December 2019

SUCCESS INDICATOR	TIMELINESS	QUALITY
Summary of Customer Feedback Forms	5 - submitted on the 1st WD	5 - 30 & above respondents
MODIFIACE day of the succeeding month	4 - submitted on the 2nd working day	4 - 25 - 29 respondents
	3 - submitted on the 3rd working day	3 - 20 - 24 respondents
	2 - submitted on the 4th working day	2 - 15 - 19 respondents
	1-submitted beyond 4h WD	
		5 - above 70%
		4 - 61% - 70%
Gathered a total score of 50% at the end of December 31, 2019	Į.	3 - 50%
December 53, 2015		2 - 40% - 49,99%
		1 - below 40%
Summary of Emoticons submitted to the RM on	5 - submitted on the 1st WD	
the 3rd WORKING day of the succeeding month	4 - submitted on the 2nd working day	
	3 - submitted on the 3rd working day	
	2 - submitted on the 4th working day	i.
	1 - submitted beyond 4h WD	ŀ
Garnered a total score of 85% Smiley Images each month		5 - above 91% Smiley Images
		4 - 86.01% - 91% Smilley Images
		3 - 85% - 86% Smiley Images
		2 - 80% - 84.99% Smiley Images
		1 - below 80% Smiley Images