



**TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY**  
**Individual Performance Commitment and Review (IPCR)**

1. MERCEDITA OYALES, of the OPERATIONS DEPARTMENT, BALICASAG ISLAND DIVE RESORT,  
 commit to deliver and agree to be rated on the attainment of the following targets in accordance with the indicated measures for the period  
January to June, 2020

*Mercedita Oyales*  
**MERCEDITA OYALES**  
 Ratee  
 Date: December 15, 2020

Reviewed by	Date	Approved by	Date
<i>Eleanor G. Gulangan</i> <b>ELEANOR G. GULANGAN</b> Officer in Charge		<i>Atty. Ma. Teresa C. Alvarez</i> <b>ATTY. MA. TERESA C. ALVAREZ</b> Department Manager	
Immediate Supervisor		Head of Office	

STRATEGIC OBJECTIVES/ FUNCTIONS	SUCCESS INDICATOR	Actual Accomplishments	RATING				Remarks
			Q1	E2	T3	A4	
<b>STRATEGIC OBJECTIVE</b> Output 1 <b>SO9: Develop a portfolio of innovative, customer-centric tourism products and services.</b>	Summary of Customer Feedback Forms submitted to the RM on the 3rd working day of the succeeding month. Achieved 50% satisfaction rating for the period.	Achieved 99.27% satisfaction rating for the period, submitted beyond 6 working days of the succeeding month		5.000	1.667	3.334	
	Summary of Emoticons submitted to the RM on the 3rd working day of the succeeding month. Achieved 85% Happy Smiley Emoticons.	Submitted summary of emoticons to RM beyond 6 working days of the succeeding month. Achieved 98.53% Happy Smiley Emoticons		5.000	1.667	3.334	

STRATEGIC OBJECTIVES/ FUNCTIONS	SUCCESS INDICATOR	Actual Accomplishments	RATING				Remarks
			Q1	E2	T3	A4	
Output 2 Recreation Services Management	Monthly portfolio of BIDR Diver's report submitted to RM within 5WDs of the succeeding month accepted by RM upon 1st submission.	Monthly portfolio of BIDR Diver's report submitted to RM within 1-2 working days of the succeeding month accepted by RM upon 1st submission	5.000		5.000	5.000	
FINAL AVERAGE RATING						3.889	
Comments and Recommendations for Development Purposes							
She is easy to get along with but also professional in her dealings							

Discussed with	Date	Assessed by	Date	Final Ranking by	Date
		I certify that I discussed my assessment of the performance with the employee.			
MERCEDITA OYALES, R.N, R.M.		ELLEONOR G. GULANGAN		ATTY. MA. TERESA ALVAREZ	

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



# TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY

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Double Dragon Plaza  
DD Mendian Park  
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## RATING MATRIX (January-June 2020)

Success Indicator	Position	Timeliness	Efficiency	Quality
Summary of Customer Feedback Forms submitted to RM on the 3 <sup>rd</sup> working day of the succeeding month. Achieved 50% satisfaction rating for the period.	Recreation and Sports Development Officer-A	5-submitted earlier than 4 working days 4-submitted within 4 working days 3-submitted within 5 working days 2-submitted within 6 working days 1-submitted beyond 6 working days	5- Above 90%. 4- 86% to 90% 3- 85% 2- 80% to 84.99% 1- below 80%	
Summary of emoticons submitted to RM on the 3 <sup>rd</sup> working day of the succeeding month. Achieved 85% Happy Smiley emoticons.	Recreation and Sports Development Officer-A	5-submitted earlier than 4 working days 4-submitted within 4 working days 3-submitted within 5 working days 2-submitted within 6 working days 1-submitted beyond 6 working days.		5- Above 90% happy smiley. 4- 86 to 90% happy smiley. 3- 85% happy smiley. 2- 81% to 84.99% happy smiley. 1- Below 81% happy smiley.
Monthly portfolio of BIDR Diver's report submitted to RM within 5WDs of the succeeding month accepted by RM upon 3 <sup>rd</sup> submission.	Recreation and Sports Development Officer-A	5-submitted 1-2 WDs 4-submitted 3-4 WDs 3-submitted within 5 WDs 2-beyond 5 WDs 1-Non-submission during the semester.		5-accepted by RM upon 1 <sup>st</sup> submission 4-2 <sup>nd</sup> submission 3-3 <sup>rd</sup> submission 2-4 <sup>th</sup> submission 1-beyond 4 <sup>th</sup> submission