
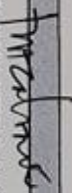


TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY
Individual Performance Commitment and Review (IPCR)


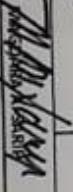
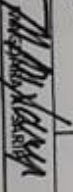
I, **Mario C. Fernandez**, of the **Operations Department, Zamboanga Golf Course and Beach Park**,
 commit to deliver and agree to be rated on the attainment of the following targets in accordance with the indicated measures for the period
JULY TO DECEMBER 2019

MARIO C. FERNANDEZ
 Beach Supervisor

Date:

Reviewed by  MARIO C. FERNANDEZ Resident Manager	Date	Approved by  ATTY. MARIA TERESA C. ALVAREZ Manager-Operations Department	Date
IMMEDIATE SUPERVISOR		Head of Office	

STRATEGIC OBJECTIVES FUNCTIONS	SUCCESS INDICATOR	Actual Accomplishments	RATING				Remarks
			Q1	E2	T3	A4	
	Summary of Customer Feedback Forms submitted monthly to the RM on the 3rd WORKING day of the succeeding month	Submitted on the 1st working day and achieved 92.41% satisfaction rating for the period	5,000		5,000	5,000	Sick leave from Oct 2019
	Gathered a total score of 50% at the end of December 31, 2019	Submitted on the 1st working day and achieved 95.51% Happy Smiley Emotions	5,000		5,000	5,000	Sick leave from Oct 2019
	Summary of Emoticons submitted to the RM on the 3rd WORKING day of the succeeding month						
	Gathered a total score of 85% Smiley Images each month						
FINAL AVERAGE RATING							5,000

Comments and Recommendations for Development Purposes					
Discussed with	Date	Assessed by	Date	Final Ranking by	Date
 MARIO C. FERNANDEZ		I certify that I discussed my assessment of the performance with the employee		 ATTY. MARIA TERESA C. ALVAREZ	
MARIO C. FERNANDEZ (EMPLOYEE NAME)		 (DIVISION HEAD NAME)		ATTY. MARIA TERESA C. ALVAREZ (DEPARTMENT HEAD NAME)	

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 submitted monthly to the RM on the 3rd WORKING day of the succeeding month	5 - submitted on the 1st WD 4 - submitted on the 2nd working day 3 - submitted on the 3rd working day 2 - submitted on the 4th working day 1 - submitted beyond 4h WD	5 - 30 & above respondents 4 - 25 - 29 respondents 3 - 20 - 24 respondents 2 - 15 - 19 respondents
Gathered a total score of 50% at the end of December 31, 2019		5 - above 70% 4 - 61% - 70% 3 - 50% 2 - 40% - 49.99% 1 - below 40%
Summary of Emoticons submitted to the RM on the 3rd WORKING day of the succeeding month	5 - submitted on the 1st WD 4 - submitted on the 2nd working day 3 - submitted on the 3rd working day 2 - submitted on the 4th working day 1 - submitted beyond 4h WD	
Garnered a total score of 85% Smiley Images each month		5 - above 91% Smiley Images 4 - 86.01% - 91% Smiley Images 3 - 85% - 86% Smiley Images 2 - 80% - 84.99% Smiley Images 1 - below 80% Smiley Images