

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

I, CLAIRE S. BORJA, 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

January to June 2020

CLAIRE S. BORJA
 Rated
 Date:

Reviewed by	Date	Approved by	Date
<i>Maria Teresa C. Alvarez</i> Resident Manager		ATTY. MARIA TERESA C. ALVAREZ Manager-Operations Department	
Immediate Supervisor		Head of Office	

STRATEGIC OBJECTIVES/ FUNCTIONS	SUCCESS INDICATOR	Actual Accomplishments	RATING			Remarks
	Assisted the RM in the general upkeep, day to day operation and management of the entire ZGCBP to ensure its revenue generations and sustainability, 95% on the time rendered, with 2 AOMs	Assisted RM in the general upkeep operation and management of the entire ZGCBP with 1 AOM by the end of June 30, 2020.	4.00	5.00	4.50	
	Summary of Customer Feedback Forms submitted monthly to the RM on the 3rd WD of the succeeding month. Gathered a total score of 85% at the end of June 30, 2020	Submitted on the 2nd WD and achieved 92.83% satisfaction rating for the period.	5.00	3.33	4.17	LOCKDOWN March 20, 2020 COVID 19 Pandemic
	Summary of Emotions submitted to the RM on the 3rd WD of the succeeding month. Gathered a total score of 85% Smiley Images each month	Submitted on the 2nd WD and achieved 95.82% Happy Smiley	5.00	3.33	4.17	
FINAL AVERAGE RATING					4.28	

Comments and Recommendations for Development Purposes

Due to the pandemic - lockdown, she is recommended for a rating of 4.28.

Discussed with	Date	Assessed by	Date	Final Ranking by	Date
<i>CLAIRE S. BORJA</i> EMPLOYEE NAME		<i>Maria Teresa C. Alvarez</i> RESIDENT MANAGER			
			ATTY. MARIA TERESA C. ALVAREZ DEPARTMENT HEAD NAME		

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



Republic of the Philippines
Tourism Infrastructure & Enterprise Zone Authority

OPERATIONS DEPARTMENT
Zamboanga Golf Course and Beach Park
RATING MATRIX
1ST SEMESTER
JANUARY-JUNE 2020

SUCCESS INDICATOR	TIMELINESS	QUALITY
Assisted the RM in the general upkeep, day to day operation and management of the entire ZGCBP to ensure its revenue generation and sustainability, 95% on the time rendered with 2 AOMs received	5- Achieved at the end of June 30,2020 1-was not achieved by the end of June 30, 2020	5- with no AOM 4- with 1 AOM 3- with 2 AOMs received 2- with 4 AOMs received 1-With above 4 AOMs received
Summary of Customer Feedback Forms submitted monthly to the RM on the 3 rd WD of the succeeding month. Achieved a performance rating of 85% at the end of June 30, 2020	5- Submitted in the 1 ST WD 4- Submitted on the 2 ND WD 3- Submitted on the 3 rd WD 2- Submitted on the 4 TH WD 1- Submitted beyond the 4 th WD	5- above 90% 4- 86.01%- 90% 3-85%- 2- 81%- 84.99% Happy 1-Below 84%
Summary of Emotions submitted to the RM on the 3 rd WD of the succeeding month Attained 85% happy smiley each month .	5- Submitted in the 1 ST WD 4- Submitted on the 2 ND WD 3- Submitted on the 3 rd WD 2- Submitted on the 4 TH WD 1- Submitted beyond the 4 th WD	5- above 90% Happy Images 4- 86.01%- 90% Happy Images 3-85%- Happy Images 2- 81%- 84.99% Happy Images 1-Below 84% Happy Images