






**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 **July to December 2020**

**CLAIRE S. BORJA**  
 Ratee

Reviewed by		Date	Approved by	Date			
 MAGDARA A. SARAP Resident Manager Immediate Supervisor			ATTY. MARIA TERESA C. ALVAREZ Manager-Operations Department Head of Office				
STRATEGIC OBJECTIVES/ FUNCTIONS	SUCCESS INDICATOR	Actual Accomplishments	RATING				Remarks
			Q1	E2	T3	A4	
	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 December 31, 2020.	4.00		5.00	4.50	
	Submitted Maintenance Plan to RM by the end of December 31, 2020, accepted upon 2nd revision	Submitted to RM on September 28, 2020, accepted without revision	5.00		5.00	5.00	
	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 December 31, 2020	Submitted on the 4th WD and achieved 96.28% satisfaction rating for the period.	5.00		2.16	3.58	On WFH arrangement due to COVID 19 Pandemic
	Summary of Emotions submitted to the RM on the 3rd WD of the succeeding month. Gathered a total score of 85% Happy Smiley Images each month	Submitted on the 4th WD and achieved 96.18% Happy Smiley	5.00		2.16	3.58	
FINAL AVERAGE RATING						4.165	

Comments and Recommendations for Development Purposes			
Recommendation for Communication through M-LINE for operations Supervisor			
Discussed with	Date	Assessed by	Final Ranking by
 CLAIRE S. BORJA EMPLOYEE NAME		I certify that I discussed my assessment of the  MARGARET A. SARIN 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**  
**2nd SEMESTER**  
**JULY-DECEMBER 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 December 31,2020  1-was not achieved by the end of December 31, 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
Submitted Maintenance Plan to RM by the end of December 31, 2020 wiaaccepted with 2 <sup>nd</sup> revision	5 - submitted to by Dec 31, 2020  1-was not submitted by Dec. 31, 2020	5 - accepted w/o revision 4- accepted with 1 <sup>st</sup> revision 3- accepted with 2 <sup>nd</sup> revision 2- accepted with 3 <sup>rd</sup> revision 1 –fro complete revision of the plan
Summary of Customer Feedback Forms submitted monthly to the RM on the 3 <sup>rd</sup> WD of the succeeding month.  Gathered a total score of 85% at the end of December 31,2020	5- Submitted in the 1 <sup>ST</sup> WD 4- Submitted on the 2 <sup>ND</sup> WD 3- Submitted on the 3 <sup>rd</sup> WD 2- Submitted on the 4 <sup>TH</sup> WD 1- Submitted beyond the 4 <sup>th</sup> 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 <sup>rd</sup> WD of the succeeding month  Gathered a total score of 85% Happy Images each month	5- Submitted in the 1 <sup>ST</sup> WD 4- Submitted on the 2 <sup>ND</sup> WD 3- Submitted on the 3 <sup>rd</sup> WD 2- Submitted on the 4 <sup>TH</sup> WD 1- Submitted beyond the 4 <sup>th</sup> 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