Performance Evaluation Process:

* The performance evaluation shall be conducted by eUP Personnel to ensure that fair evaluation of all aspects is implemented. Team Leaders and Deputy Team Leaders will have to evaluate each team member and vice versa. Team members should also evaluate their co-team members.
* Team Leaders and Deputy Team Leaders, will also be evaluated by other Team Leaders and Deputy Team Leaders.
* All Team Leaders, Deputy Team Leaders and Personnel will be evaluated by the Director.
* Personnel will be evaluated by their Team Leaders and the Director.
* Training and Admin Team, IT Operations and Help Desk Officers will also be evaluated by the Director and all Personnel.
* Upon completion of the Personnel Evaluation Form, the HR shall collect, review, and make a report about the performance of each personnel, and discuss the result to each personnel.
* The Criteria for the Performance Evaluation will be as follows:

For Individual:

Self – 20%

Peer (Per team) -20%

Team Leader/Dep Team Leader -30%

Director -40%

For Team Leader:

Result of evaluation of Members – 10%

Director- 40%

Team Leaders/ Dep Team Leaders – 30%

Team Members – 20%

Output Average Score will be:

Performance Rating:

4.5-5.0 = Outstanding

3.5-4.4 = Very Satisfactory

2.5-3.4 = Satisfactory

1.5-2.4 =Needs Improvement

0-1.4 = Poor

Please read the critical job element definitions prior to conducting the evaluation. These job elements are rated from 1-5:

Poor (1) – Rarely exhibits the quality. Personnel barely perform job expectations due to unwillingness or not fit for the job. Characteristics may be:

• Insubordination

• Negligence or carelessness

• Misuses and wastes company resources and time

• Loafs around

• Requires constant supervision and monitoring

• Cannot perform basic job requirements

• Unwilling to appropriately respond to job situations

• Intentionally and habitually tardy, slow and fails to report absences

• Avoids responsibility and accountability.

Needs Improvement (2) – Sometimes exhibits the quality. Personnel meet job expectations but do not perform well in unfamiliar situations. A personnel may be willing to improve but will require close mentoring to reach satisfactory level. Characteristics may be:

• Performance is inconsistent

• Rarely gives a satisfactory performance in unusual situations or conditions and is always hesitant to act on them

• Avoids responsibility and accountability

• Requires significant monitoring

• Cannot provide solutions beyond what is given

• Office conduct could do with some improvement

Satisfactory (3) – Generally exhibits the quality. Personnel do not require close monitoring for him/her to fulfill his/her job. Characteristics may be:

• Produces quality of work to meet and occasionally exceeds job expectations.

• Able to communicate effectively regarding regular matters

• Accepts constructive criticism

• Continuously tries to improve work performance

• Occasionally contributes new ideas and is also open to the ideas of others

• Adheres to time and attendance rules

• Retains lessons learned from unfamiliar situations but will still need guidance when a different situation arises

Very Satisfactory (4) – Exhibits the quality. Personnel at this level exhibit all the characteristics of average personnel but on a more dependable degree. Characteristics may be:

• Designs new techniques as requested, considering the concerns and suggestions of others

• Voluntarily suggests improvement on policies and procedures

• Can multitask with favorable results

• Can gather data and present them in a comprehensive manner

• Communicates effectively and able to express himself / herself concisely.

• Occasionally exhibits leadership qualities

• Other personnel regularly consult him on matters regarding his field

Outstanding (5) – Always exhibits the quality. A personnel at this level works with little or no supervision at all. Consistently exceeds expectations. Characteristics may be:

• Delights customers always

• Is an expert in his/her field

• Often suggests new policies and procedures

• Can multitask under heavy pressure with consistent favorable results

• Helps facilitate change in a positive manner with long-term results

• Communicates effectively with various personalities and fosters communication among people inside and outside the organization

• Is able to gather pertinent data from the right sources and can produce reliable reports from various statistics and information. Able to interpret the data that can be used by the organization

• Exhibits leadership qualities

• Can mentor other personnel

Comments

Comments are non-quantitative ratings done by the rater that may confirm or help in the improvement of performance.

PLEASE PROVIDE COMMENTS TO SUPPORT THE RATING AND EVALUATION.