Mechanics in Ranking of Delivery Units

Departments/Delivery Units were clustered based on their basic functions, namely, Academics, Support to Operations (Curricular Services Cluster, Extra-curricular Activities Cluster, Quality Control Cluster) and Administration and General Services (Executive & Human Resource Management, Collection and Payments Cluster, Financial Management Office, and Enhanced Food and Income Production). Overall ranking of each Unit is determined using the average of the Office Performance Commitment and Review (OPCR) rating as certified by the Performance Management Team and the Qualitative Evaluation Result per Office.

The OPCR rating is an assessment of the delivery unit’s performance level based on performance targets and measures as approved in the Office Commitment Contract as provided under the College’s approved SPMS.

The Qualitative Evaluation, on the other hand measures the quality of the service provided by the delivery unit in terms of: Delivery of Basic services/Duties; Records Maintenance/Availability of Information and Courtesy and willingness to help. The likert ratings are averaged and the mean is used as 50% of the ranking score.

To determine the best, better and good performers within a delivering unit, the Individual Performance Commitment and Review (IPCR) rating of each employee is used in ranking.

The results of assessments of Office and Individual performance are impartial owing to the scientific and verifiable basis for target setting and evaluation under the SPMS cycle.