Documenting the Performance Evaluation of Job Orders in One State University: Input to Policy Recommendation on Personnel Counseling Program

Nicole Silvestre, Roi Ivanne De Hitta, Mario R. Briones, Annaliza B. De Roma & Delon A. Ching
Laguna State Polytechnic University San Pablo City Campus

ABSTRACT

Performance evaluation of employees in different sectors specifically in an educational institution is necessary since it is a predictor of the service quality to be delivered to its target clientele. To ensure that employees will be retained in service, particularly the job orders in Laguna State Polytechnic University, it is a regular activity of the human resource office to assess the performance. This descriptive research is focused on effectively documenting the performance of the 52 purposively selected job order employees based on the kept records of the human resource office from the first to fourth quarters of the calendar year 2021 which would lead to a policy recommendation on personnel counseling program. The results of the study showed that the employees were assessed to manifest a very satisfactory to an excellent level of performance to deliver the quality of service concerning the quantity of work, quality of work, job knowledge, learning ability, punctuality, and attendance. Most of the employees assessed performs very satisfactorily to excellent levels when it comes to behavioral performance that covers their judgment, initiative & creativity, dependability, cooperation, and human relations. It was noted that there is a significant difference among the performance levels of employees from first to fourth-quarter that there is an increased level of performance in fourth compared to first-quarter showing the better quality of work. Furthermore, better performance in 4th quarter is manifested compared to 3rd quarter in showing very satisfactory to excellent human relations.

Keywords: Human Resource Management, Quality of Service, Behavioral Performance, Job Orders, Counseling Program