

**DOST Administrative Order No. \_\_\_\_\_**

Series of 2018

**SUBJECT: Guidelines on the System of Rating and Ranking of DOST-Office of the Secretary (OSEC), Executive Offices, Services and Regional Offices for FY 2018 Performance-Based Bonus (PBB)**

In line with the Inter-Agency Task Force (IATF) on the Harmonization of National Government Performance Monitoring, Information and Reporting System (Administrative Order No. 25 s. 2011) Memorandum Circular No. 2018-1 dated May 28, 2018 entitled "Guidelines on the Grant of the Performance-Based Bonus for Fiscal Year 2018 under Executive Order No. 80 S. 2012 and Executive Order No. 201 s. 2016 and the Government Quality Management Committee (GQMC) Memorandum Circular No. 2018-1 dated August 17, 2018 entitled "Guidelines on the Validation of the ISO 9001:2015 Quality Management System (QMS) Certification as a Requirement for the Grant of the FY 2018 Performance-Based Bonus (PBB), the following guidelines shall be observed in the rating and ranking of delivery units in the DOST-OSEC, Executive Offices, Services and Regional Offices for 2018 PBB entitlement.

I. Per Section 8.2 of the AO 25 IATF issued Memorandum Circular (MC) No. 2018-1, bureaus, offices or delivery units eligible to the PBB shall be force-ranked according to the following categories:

| Ranking  | Performance Category        | No. of Delivery Units/Offices                 |                                     |                                  |                   |
|----------|-----------------------------|-----------------------------------------------|-------------------------------------|----------------------------------|-------------------|
|          |                             | Delivery Unit # 1<br>(OSEC & Exec. Offices=1) | Delivery Unit # 2<br>(Services = 4) | Delivery Units # 3<br>(ROs = 16) | Total DUs<br>(21) |
| Top 10%  | Best Delivery Unit/Office   | 1                                             | 4                                   | 16                               | 2                 |
| Next 25% | Better Delivery Unit/Office |                                               |                                     |                                  | 5                 |
| Next 65% | Good Delivery Unit/Office   |                                               |                                     |                                  | 14                |
| TOTAL    |                             | 1                                             | 4                                   | 16                               | 21                |

II. Delivery Units/Offices will be ranked and rated by the following:

| Delivery Unit | Offices                                                                       | Initial Rater                                               | Validation       |
|---------------|-------------------------------------------------------------------------------|-------------------------------------------------------------|------------------|
| 1             | OSEC (SPD) and Executive Offices (EOs)                                        | <b>Secretary</b>                                            | <b>Secretary</b> |
| 2             | Services (PES, FMS, ALS, IAS)<br>Other Division/Unit (ITCU, ITD & NCBP)       | <b>Concerned Undersecretary<br/>and Assistant Secretary</b> | <b>Secretary</b> |
| 3             | Regional Offices (NCR, CAR, Regions<br>1,2,3,4A,4B,5,6,7,8,9,10,11,12,CARAGA) | <b>Undersecretary for Regional<br/>Operations</b>           | <b>Secretary</b> |

III. Eligible Delivery Units shall be rated using the following rating system:

| Particular                                                                                                                  | OSEC, EOs, Services<br>and Regional Offices |
|-----------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|
| <b>A. Over-all Performance</b>                                                                                              |                                             |
| 1. OPCR                                                                                                                     | 20 pts.                                     |
| 2. BARs (Physical Accomplishments)                                                                                          |                                             |
| 2.1 Accomplishment of Targets ----- 10 pts.                                                                                 |                                             |
| <b>2.2 Timeliness ----- 10 pts.</b>                                                                                         | 20 pts.                                     |
| 3. Financial Performance (Obligation Only)                                                                                  |                                             |
| 3.1 Accomplishment of Targets (Except SAOB released<br>to ROS during the last quarter of the year.) ----- 10 pts.           |                                             |
| <b>3.2 Timeliness ----- 10 pts.</b>                                                                                         | 20 pts.                                     |
| <b>B. Supervisor's (Concerned Execom) Assessment: Impression (Quality, Responsiveness,<br/>Timeliness &amp; Initiative)</b> | 25 pts.                                     |
| <b>C. Customer Satisfaction Feedback (CSF)</b>                                                                              | 15 pts.                                     |
| <b>Total</b>                                                                                                                | <b>100 pts.</b>                             |

**A. Over-all Performance [OPCR, Budget Accountability Report (BARs) & Financial Performance].**  
**(OSEC, EOs, Services and Regional Offices)**

| Particular                                                                                                 | OSEC, Eos, SERVICES & REGIONAL OFFICES |                |
|------------------------------------------------------------------------------------------------------------|----------------------------------------|----------------|
| <b>1. OPCR (Average OPCR for 2 semesters for the year 2018)</b>                                            |                                        | <b>20 pts.</b> |
| <b>2. BARs (Physical Accomplishments)</b>                                                                  |                                        |                |
| <b>2.1 Accomplishment of Targets</b>                                                                       |                                        |                |
| 2.1.1 Performance exceeded targets by 30% and above of the planned targets                                 | 10 pts.                                |                |
| 2.1.2 Performance exceeded targets by 15%-29% and above of the planned targets                             | 8 pts.                                 |                |
| 2.1.3 Performance targets accomplished to 114% of the planned targets                                      | 6 pts.                                 |                |
| 2.1.4 Performance 51%-99% of the planned targets                                                           | 4 pts.                                 |                |
| 2.1.5 Performance failing to meet planned targets by 50% or below                                          | 2 pts.                                 | <b>10 pts.</b> |
| <b>2.2 Timeliness</b>                                                                                      |                                        |                |
| 2.2.1 Report/s submitted within 5 days before deadline                                                     | 10 pts.                                |                |
| 2.2.2 Report/s submitted within 4 days before deadline                                                     | 8 pts.                                 |                |
| 2.2.3 Report/s submitted within 3 days before deadline                                                     | 6 pts.                                 |                |
| 2.2.4 Report/s submitted within 2 days before deadline                                                     | 4 pts.                                 |                |
| 2.2.5 Report/s submitted within a day or on the day of the deadline                                        | 2 pts.                                 | <b>10 pts.</b> |
| <b>3. Financial Performance (Obligation Only)</b>                                                          |                                        |                |
| <b>3.1 Accomplishment of Targets</b> (Except for SAOB released to ROS during the last quarter of the year) |                                        |                |
| 3.1.1 90%-100% BU – Budget Utilization                                                                     | 10 pts.                                |                |
| 3.1.2 80%-89% BU - Budget Utilization                                                                      | 8 pts.                                 |                |
| 3.1.3 70%-79% BU - Budget Utilization                                                                      | 6 pts.                                 |                |
| 3.1.4 60%-69% BU – Budget Utilization                                                                      | 4 pts.                                 |                |
| 3.1.5 Below 60% BU – Budget Utilization                                                                    | 2 pts.                                 | <b>10 pts.</b> |
| <b>3.2 Timeliness</b>                                                                                      |                                        |                |
| 3.2.1 Report/s submitted within 5 days before deadline                                                     | 10 pts.                                |                |
| 3.2.2 Report/s submitted within 4 days before deadline                                                     | 8 pts.                                 |                |
| 3.2.3 Report/s submitted within 3 days before deadline                                                     | 6 pts.                                 |                |
| 3.2.4 Report/s submitted within 2 days before deadline                                                     | 4 pts.                                 |                |
| 3.2.5 Report/s submitted within a day or on the day of the deadline                                        | 2 pts.                                 | <b>10 pts.</b> |
| <b>Total Score for A (OP)</b>                                                                              |                                        | <b>60 pts.</b> |

Note: Timeliness in the submission of the Budget Accountability Reports (BARs) of the DOST Central Office, Executive Offices, Services and Regional Offices both on financial and physical accomplishments shall be rated by the Financial Management Service (FMS) and Planning and Evaluation Service (PES), respectively.

**B. Supervisor's (Concerned Execom) Assessment: Impression (Quality, Responsiveness, Timeliness & Initiative).**  
*(Pls see rating scale below:)*

| CENTRAL OFFICE (OSEC and Services) & REGIONAL OFFICES |                 |               |                          |        |               |
|-------------------------------------------------------|-----------------|---------------|--------------------------|--------|---------------|
| <b>1. Quality</b>                                     |                 | <b>7 pts.</b> | <b>2. Responsiveness</b> |        | <b>5 pts.</b> |
|                                                       | Always          | 7 pts.        |                          | Always | 5 pts.        |
|                                                       | Often           | 5 pts.        |                          | Often  | 4 pts.        |
|                                                       | Seldom          | 3 pts.        |                          | Seldom | 3 pts.        |
|                                                       | Rarely          | 1 pt.         |                          | Rarely | 2 pts.        |
|                                                       | Never           | 0 pt.         |                          | Never  | 0 pt.         |
| <b>3. Timeliness</b>                                  |                 | <b>7 pts.</b> | <b>4. Initiative</b>     |        | <b>6 pts.</b> |
|                                                       | 3 days or more  | 7 pts.        |                          | Always | 6 pts.        |
|                                                       | 2 days          | 5 pts.        |                          | Often  | 5 pts.        |
|                                                       | 1 day           | 3 pts.        |                          | Seldom | 4 pts.        |
|                                                       | Day of deadline | 1 pt.         |                          | Rarely | 3 pts.        |
|                                                       |                 |               |                          | Never  | 0 pt.         |

**Total Score for B (SA) = 25 pts.**

Note: The Supervisor's Assessment of the Delivery Units' ratings in terms of Quality (Q), Responsiveness (R) and Initiative (I) shall be based on the rating scale below:

|                |               |               |               |                 |
|----------------|---------------|---------------|---------------|-----------------|
| <b>Always</b>  | <b>Often</b>  | <b>Seldom</b> | <b>Rarely</b> | <b>Never</b>    |
| 90%-100% Q/R/I | 80%-89% Q/R/I | 70%-79% Q/R/I | 60%-69% Q/R/I | Below 60% Q/R/I |

**C. Customer Satisfaction Feedback (CSF) for OSEC, Executive Offices, Services & REGIONAL OFFICES.**

| Particular               | OSEC, EOs, SERVICES & REGIONAL OFFICES |                |
|--------------------------|----------------------------------------|----------------|
| 1. 90%-100% favorable    | 15 pts.                                | <b>15 pts.</b> |
| 2. 80%-89% favorable     | 12 pts.                                |                |
| 3. 70%-79% favorable     | 10 pts.                                |                |
| 4. 60%-69% favorable     | 8 pts.                                 |                |
| 5. Below 60% favorable   | 5 pts.                                 |                |
| <b>Total for C (CSF)</b> | <b>15 pts.</b>                         |                |

*Note: The Conversion Procedures of Customer Satisfaction Feedback (CSF) Results to Points shall be as follows:*

In order to correctly calculate the average overall rating response to each particular to be rated, the following procedures shall be followed:

1. In each particular to be rated, multiply the number of individuals (n) selecting each rating by the corresponding rating value (1 to 5) and put the product to the n\*RV column;
2. Calculate the total of n and n\*RV;
3. Divide the total n\*RV by the total number of individual responses (N) to get the weighted average of the particular to be rated;
4. Solve for the percent weighted average (%WA) by dividing WA by the Highest RV which is 5 then multiply the quotient by 100;

Table 1  
**Computation Table for Weighted Averages of Each Particular to be Rated**

| Rating                             | Rating Value (RV) | n  | n*RV          | Weighted Average (WA) = $[\sum(N*RV)]/N$ | Percent Weighted Average (%WA=WA/Highest RV*100) |
|------------------------------------|-------------------|----|---------------|------------------------------------------|--------------------------------------------------|
| Unsatisfactory/Needing Improvement | 1                 |    |               |                                          |                                                  |
| Fair                               | 2                 |    |               |                                          |                                                  |
| Satisfactory                       | 3                 |    |               |                                          |                                                  |
| Very Satisfactory                  | 4                 |    |               |                                          |                                                  |
| Outstanding                        | 5                 |    |               |                                          |                                                  |
| TOTAL                              |                   | N= | $\sum(n*RV)=$ |                                          |                                                  |

5. Calculate the percent weighted average of each particular and tabulate it;
6. Get the average overall rating response by calculating the average of all the recent weighted averages; and

Table 2  
**Computation Table for Average Overall Rating Response**

| Particulars to be rated           | Percent Weighted Average (%WA) |
|-----------------------------------|--------------------------------|
| A. Quality of Service             |                                |
| B. Quality of Attending Personnel |                                |
| C. Promptness of Service          |                                |
| D. Availability of Facility       |                                |
| Average Overall Rating Response   |                                |

7. Check what percentage range is the average overall rating response included and the corresponding equivalent points.

Table 3  
**Conversion Table for Average Overall Rating Response to Its Equivalent Points**

| Particular             | OSEC, EOs, Services and Regional Offices |         |
|------------------------|------------------------------------------|---------|
| 1. 90%-100% favorable  | 15 pts.                                  | 15 pts. |
| 2. 80%-89% favorable   | 12 pts.                                  |         |
| 3. 70%-79% favorable   | 10 pts.                                  |         |
| 4. 60%-69% favorable   | 8 pts.                                   |         |
| 5. Below 60% favorable | 5 pts.                                   |         |
| TOTAL for C (CSF)      | 15 pts.                                  |         |

**Other Requirements**

1. The DOST-OSEC Performance Management and Monitoring Team (PMMT) shall review the submitted ratings and rankings of respective offices and prepare the list of Delivery Units for the “Best”, “Better”, and “Good” categories based on the approved criteria and shall submit the final ratings and rankings for consolidation and approval of the DOST Secretary.
2. The ratings and rankings approved by the DOST Secretary shall be posted at the Personnel Division/Section of the DOST-Central Office and Regional Offices for five (5) consecutive working days. Complaints, if any, shall be addressed to the DOST-OSEC PMMT within five (5) working days after the last day of posting.
3. The DOST-OSEC PMMT shall act on the complaint within fifteen (15) working days after receipt of the complaint through a PMMT Resolution. Based on said resolution, the said Committee shall determine whether or not to proceed with the processing of documents for the payment of PBB.

For information and compliance.

**FORTUNATO T. DE LA PEÑA**  
*Secretary*