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Republic of the Philippines Department of Environment and Natural Resources Visayas Avenue, Diliman, Quezon City Tel Nos. (632) 929-66-26 to 29 • (632) 929-62-52 929-66-20 • 929-66-33 to 35 929-70-41 to 43

MEMORANDUM

FOR/TO	:	ALL OFFICIALS AND EMPLOYEES DENR Central Office
FROM	:	THE UNDERSECRETARY Management and Technical Services
SUBJECT	:	EVALUATION OF PERFORMANCE OF CENTRO-TECH PERSONNEL
DATE	;	03 February 2004

The Centro-tech personnel have been rendering janitorial services in the DENR Central Office for almost two (2) months now since the turnover of posts on December 13, 2003. Management would like to help them improve their services by sending them feedback on how we perceive their performance.

The attached form has been designed to help you evaluate their performance along the following areas:

- service delivery
- office behavior
- work schedule

Since no permanent personnel is assigned to an office, please keep in mind all personnel you have come in contact with when deciding on your responses.

The Division Chiefs/Unit Heads and three employees per office are requested to participate in the survey. Your cooperation will assist us in ensuring the maintenance of cleanliness in our offices and facilities.

Please forward all accomplished forms to the Office of the Administrative Service Director not later than February 13, 2004.

ANDO L. METIN



II.

Administrative Service

Department of Environment and Natural Resources Visayas Avenue, Diliman, Quezon City

PERFORMANCE FEEDBACK FORM

Please help us rate the performance of Centrotech personnel by encircling the number that corresponds to your response.

I. <u>SERVICE DELIVERY</u>

a)	cleans areas of assignment thoroughly (includes dusting, sweeping, mopping, polishing, carpet vacuum and shampoo, etc.)						
	1	2	3	4	5		
	poor				excellent		
b)	strictly follows schedule of waste collection (morning, after lunch, after office hours)						
	1 poor	2	3	4	5 excellent		
c)	segregates waste	during collect	tion				
	1 not at all	2	3	4	5 all the time		
d)	attends to urgent overflowing garb			ing told (e.g. we	t spots on the floor,		
	1 poor	2	3	4	5 excellent		
e)	visible in areas of	assignment					
	1 rarely	2	3	4	5 all the time		
OFFICE BEHAVIOR							
a)	polite 1 not at all	2	3	4	5 all the time		
b)	responsible 1 not at all	2	3	4	5 all the time		

c)	observes proper 1 not at all	office cond 2	uct 3	4	5 all the time	
d) maintains good relationship with fellow Centro-tech personnel						
-	1	2	3	4	5	
	not at all				all the time	

III. WORK SCHEDULE

) time allotted to	o do an cleann	g tasks needed		mee cleanines
1	2	3	4	5
DOOT				excellent
poor				
) effectiveness o	f roving syster	n (no fixed offi	ce assignment)
ľ	f roving syster 2	n (no fixed offi 3	ce assignment) 5

IV. TOOLS OF EQUIPMENT

a) uses proper cle	aning material	S		
1	2	3	4	5
insufficient				plenty
b) provides cleani	ng agents			
1	2	3	4	5
never				all the time

V. OTHER COMMENTS

Please write other comments that may further help improve the services of the Centrotech personnel.

Thank you for taking time to accomplish this survey form!

Name (optional):

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Position:

Office:

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