



UNIVERSITY OF THE PHILIPPINES MANILA  
The Health Sciences Center

**Rationale for developing the Rating Scale or Matrix/ Rubrics:**

- a. Determine the dimensions on which performance or accomplishments are to be rated.
- b. Not all performance accomplishments need to be rated along all three dimensions of quality, efficiency, and timeliness. Some accomplishments may only be rated on any combination of two or three dimensions. In other cases, only one dimension may be sufficient. Consider all the elements involved in each dimension and use them as guides to determine how performance will be rated.
- c. For a fixed target, a rating matrix can be provided.

The three dimensions of performance or accomplishments are quality, efficiency, and timeliness.

- a. **Effectiveness/ Quality** - It refers to the degree to which objectives are achieved as intended and the extent to which targeted problems are solved with a certain degree of excellence. In management, effectiveness relates to getting the right things done. Quality may involve the degree of acceptability, accuracy, approval, completeness, compliance with standards, and client satisfaction, among others.
- b. **Efficiency/ Quantity** - The extent to which time or resources is used for the intended task or purpose. Measures whether targets are accomplished with a minimum amount or quantity of waste, expense, or unnecessary effort including time management skills. It may involve standard response time, or can be rated by using the following formula:
  - $\frac{\text{number of requests acted upon}}{\text{number of requests received}}$
  - $\frac{\text{actual number of accomplishments}}{\text{target numbers}}$
- c. **Timeliness** - Measures whether the deliverable was done on time based on the requirements of the law and/or clients/stakeholders. Time-related performance indicators evaluate such things as project completion deadlines and other time-sensitive expectations.

## OVERALL PERFORMANCE RATING SCALE

The table below explains the meaning of each rating:

<b>Numerical Rating</b>	<b>Adjectival Rating</b>	<b>Description or meaning of rating</b>
5	Outstanding (Exceeds expectations in all targets)	Performance exceeded expectations by 30% and above of the planned targets. Performance demonstrated was exceptional in terms of quality, technical skills, creativity, and initiative, showing mastery of the task. Accomplishments were made in more than expected but related aspects of the target.
4	Very Satisfactory (Exceeds expectations in some targets)	Performance exceeded expectations by 15% to 29% of the planned targets.
3	Satisfactory (Meets expectations/Acceptable)	Performance met 90% to 114% of the planned targets. However, if it involves deadlines required by law, it should be 100% of the planned targets.
2	Unsatisfactory (Needs Mentoring/Coaching)	Performance only met 51% to 89% of the planned targets and failed to deliver one or more critical aspects of the target. However, if it involves deadlines required by law, the range of performance should be 51% to 99% of the planned targets.
1	Poor (Needs Improvement/ Close Monitoring)	Performance failed to deliver most of the targets by 50% and below.

Standard Rating Matrices to serve as a guide in developing the Rating Scale or Matrix/ Rubrics of each College/ Office.

**A. Quality**

a. Number of Error/ Revision or Approval upon submission - Targets may be expressed in % or absolute figure.

Numerical Rating	Adjectival Rating	Description of Ratings for Quality		
5	Outstanding	a. No error in grammar or content or;	b. No revision required or;	c. Approved upon 1st submission
4	Very Satisfactory	a. One minor error in grammar or content or;	b. Revision required with one minimal change or;	c. Approved upon 2nd submission with one minimal change from the 1st submission
3	Satisfactory	a. Two to Three errors in grammar or content or;	b. Revision needed with two to three minor changes or;	c. Approved upon 2nd submission with two to three minimal changes from the 1st submission
2	Unsatisfactory	a. Four errors in grammar or content or;	b. Revision required with major changes or;	c. Approved upon 3rd submission with minimal changes
1	Poor	a. More than 4 errors in grammar or content or;	b. Total revision required or;	c. Not acceptable

b. Accuracy/ Acceptability/ Completeness

Numerical Rating	Adjectival Rating	Description of Ratings for Quality

5	Outstanding	a. 100% accuracy or; acceptability or; completeness or;	b. No mistake in performing the function
4	Very Satisfactory	a. 90% - 99% accuracy or;	b. 1 mistake in

		acceptability or; completeness or;	performing the function
3	Satisfactory	a. 80% - 89% accuracy or; acceptability or; completeness or;	b. 2-3 mistakes in performing the function
2	Unsatisfactory	a. 70% - 79% accuracy or; acceptability or; completeness	b. 4 mistakes in performing the function
1	Poor	a. 69% and below accuracy or; acceptability or; completeness	b. 5 or more mistakes in performing the function

c. Client Satisfaction

Numerical Rating	Adjectival Rating	Description of Ratings for Quality
5	Outstanding	Average Rating of Outstanding with no valid complaint
4	Very Satisfactory	Average Rating of Outstanding with valid complaint Average Rating of Very Satisfactory with no valid complaint
3	Satisfactory	Average Rating of Very Satisfactory with valid complaint Satisfactory with no valid complaint
2	Unsatisfactory	Average Rating of Unsatisfactory
1	Poor	Average Rating of Poor

d. Function pertaining to money accountability and compliance to law or standard

Numerical Rating	Adjectival Rating	Description of Ratings for Quality
5	Outstanding	100% accuracy pertaining to money accountability or; 100% compliance to law
4	Very Satisfactory	Not applicable

3	Satisfactory	Not applicable
2	Unsatisfactory	Not applicable
1	Poor	Below 100%

B. Efficiency/ Quantity

- a. - number of requests acted upon over the number of requests received
- actual number of accomplishments over the target numbers

Numerical Rating	Adjectival Rating	Description of Ratings for Efficiency	Examples			
5	Outstanding	Performance exceeded expectations by 30% and above of the planned targets or 130% and above	6	100%	2 and above	**100%
4	Very Satisfactory	Performance exceeding targets by 15% to 29% of the planned targets or 115% to 129%	5	92%-99	-	-
3	Satisfactory	Performance of 100% to 114% of the planned targets	* 4	*80% - 91%	*1	-
2	Unsatisfactory	Performance only met 51% to 89% of the planned targets and failed to deliver one or more critical aspects of the target.	3	40%-79%	-	-
1	Poor	Performance failed to deliver most of the targets by 50% and below.	2	39% and below	0	Below 100%

\* Target

\*\* Accomplishments requiring 100% of the targets (pertaining to money, law and accuracy)

b. 1. Fixed Targets with Standard Response Time

Numerical Rating	Adjectival Rating	Description of Ratings for Efficiency
------------------	-------------------	---------------------------------------

5	Outstanding	<ul style="list-style-type: none"><li>a. 100% of requests acted upon in less than 4 working days from receipt or;</li><li>b. 100% of requests acted upon in less than 5 working days from receipt or;</li><li>c. 100% of requests acted upon in less than 14 working days from receipt or;</li><li>d. 100% of requests acted upon in less than 5.5 hours</li></ul>
---	-------------	--



		from receipt
4	Very Satisfactory	a. 100% of requests acted upon in four working days from receipt or; b. 100% of requests acted upon in 5-6 working days from receipt or; c. 100% of requests acted upon in 15-18 working days from receipt or d. 100% of requests acted upon in 5.6 – 7 hours from receipt
3	Satisfactory	a. * 100% of requests acted upon in five working days from receipt or; b. *100% of requests acted upon in 7 working days from receipt or; c. *100% of requests acted upon in 19 - 21 working days from receipt or d. *100% of requests acted upon in 1 working day from receipt
2	Unsatisfactory	a. 100% of requests acted upon in six working days from receipt or; b. 100% of requests acted upon in 8-9 working days from receipt or; c. 100% of requests acted upon in 22-25 working days from receipt or; d. 100% of requests acted upon the next working day from receipt
1	Poor	a. 100% of requests acted upon in 5 or more working days from receipt or; b. 100% of requests acted upon in 8 or more working days from receipt or; c. 100% of requests acted upon in 26 or more working days from receipt or; d. 100% of requests acted upon in more than 2 working days from receipt

\* Success Indicator/ Target

b. Fixed Targets

Numerical Rating	Adjectival Rating	Description of Ratings for Efficiency
------------------	-------------------	---------------------------------------

5	Outstanding	100% of _____ within 3 working days
4	Very Satisfactory	90%-99% of _____ within 3 working days

3	Satisfactory	80%-99% of _____ within 3 working days
2	Unsatisfactory	70%-79% of _____ within 3 working days
1	Poor	69% and below of _____ within 3 working days

C. Timeliness

a. Functions which will entail penalties if not accomplished per scheduled date

Numerical Rating	Adjectival Rating	Description of Ratings for Timeliness
5	Outstanding	On scheduled date or earlier
4	Very Satisfactory	Not applicable
3	Satisfactory	Not applicable
2	Unsatisfactory	Not applicable
1	Poor	Beyond schedule

b. Functions with no penalties or functions with set time or regular schedule

Numerical Rating	Adjectival Rating	Description of Ratings for Timeliness			
		a.	b.	c.	d.
5	Outstanding	Two working days earlier or;	Thrice a month or;	3 working days from receipt or;	1 working day after the meeting
4	Very Satisfactory	One working day earlier or;	Twice a month or;	4 working days from receipt or;	2 working days from the meeting
3	Satisfactory	On set date or;	Once a month or;	5 working days from receipt or;	3 working days after the meeting
2	Unsatisfactory	One working day after the set date or;	Once every two months or;	6 working days from receipt or;	4 working days after the meeting
1	Poor	Two working days or more after the set date or;	Once every three months or;	7 or more working days from receipt or;	5 or more working days from the meeting