



Republic of the Philippines
Bangsamoro Autonomous Region in Muslim Mindanao
OFFICE OF THE CHIEF MINISTER

Bangsamoro Government Center, Governor Gutierrez Avenue, Rosary Heights VII, Cotabato City 9600

MEMORANDUM

Order No. 014 59W
Series of 2023

TO : ALL OFFICES, SERVICES, DIVISIONS, SPECIAL PROGRAMS AND ATTACHED OFFICES (BBOI, BICTO, BDI, BIO, OSC) UNDER THE OFFICE OF THE CHIEF MINISTER
Bangsamoro Autonomous Region in Muslim Mindanao

SUBJECT : REVISED STRATEGIC PERFORMANCE MANAGEMENT SYSTEM (SPMS) INTERNAL GUIDELINES

DATE : 06 Ramadhan 1444 AH | 28 March 2023

I. RATIONALE

These guidelines shall be construed and applied in accordance with and in furtherance of the policies and objectives of the approved Strategic Performance Management System of the Office of the Chief Minister (OCM-SPMS).

Specifically, it aims to provide rules and regulations in providing a just, fair and objective assessment of the performance of the offices, services, divisions, special programs, attached offices and individual employees of OCM.

II. LEGAL BASES

- a. CSC Memorandum Circular No. 6, s. 2012 provides the guidelines in the establishment and implementation of SPMS. Correspondingly, the OCM adopts its own policy that aims to link the individual performance with the goals of the office.

Specifically, item 6 under Part II of the SPMS policy states that the Strategic Performance Management Review Team (SPMRT) shall “*adopt its own internal rules, procedures and strategies in carrying out the responsibilities...*”

- b. Article 52 of the Bangsamoro Civil Service Code provides the review and monitoring of employee performance. Item [d] states that “*the critical factors to be reviewed shall be based on the performance dimensions indicated in the agency SPMS and may include competency (knowledge, skills and attitude), and job-related critical incidents, such as habitual tardiness and continuous absence from work.*”
- c. Section 25 [2] [d], Title II, Book IV of the Bangsamoro Administrative Code provides that the Administrative Management Service shall “*consolidate all Strategic Performance Management System (SPMS) ratings of all employees in the Office of the Chief Minister, attached offices thereto, ministries and offices hereunder.*” xxx

III. OPERATIONAL TERMS

In interpreting these guidelines, the following terms are to be understood as defined. Some of these terms are further discussed in the succeeding sections.

- a. **AVERAGE** – the average score of each deliverable in the PCR contracts based on any or all of the performance dimensions of quality, efficiency and timeliness
- b. **CORE FUNCTIONS** – those performed by an office which are inherent in its mandate
- c. **CRITICAL INCIDENTS** - those actual events and behaviors in which positive or negative performances are observed and documented; incidents that are either favorable or detrimental to the organizational image of the office and/or of the OCM as a whole
- d. **DELIVERABLES** – measurable goods, services or outputs necessary to wholly or partially accomplish programs, activities and projects (PAPs) of the office
- e. **EFFICIENCY** - the extent to which targets are accomplished using the minimum amount of time or resources. Efficient performance applies to continuing tasks or frontline services
- f. **MAJOR FINAL OUTPUT**– goods or services that the OCM is mandated to deliver to external clients through the implementation of programs, projects and activities
- g. **MEANS OF VERIFICATION** – proof of performance collected over the implementation period as basis that all deliverables were achieved or completed
- h. **QUALITY** - the degree to which objectives are achieved as intended and the extent to which issues are addressed with a certain degree of excellence.
- i. **RATEE** –the individual employee whose performance is being rated by the immediate supervisor in the IPCR
- j. **RATER** - the immediate supervisor who directly oversees the performance of the individual employee and gives the preliminary rating for approval of the head of office at the end of the rating period based on the performance measures.
- k. **SUCCESS INDICATOR** – performance level yardstick consisting of performance measures and targets that shall serve as basis for the evaluation of the actual accomplishments of the office and employees' performance commitments
- l. **SUPERVISOR** – the superior of the employee being rated who, by the nature of his or her position or authority, assigns work to the employee, monitors and evaluates the same on the basis of agreed targets and standards.
- m. **TIMELINESS** - measures if the targeted deliverable was done within the scheduled or expected timeframe. Timely performance involves meeting deadlines as set in the work plan.

IV. NOMENCLATURE

For purposes of distinction of the Performance Commitment and Review contracts among the offices and divisions in the OCM, the following terms shall be used:

- a. **OFFICE OF THE CHIEF MINISTER PERFORMANCE COMMITMENT AND REVIEW (OPCR)** – the main Performance Commitment and Review contract of the OCM as an agency;
- b. **EXECUTIVE OFFICE PERFORMANCE COMMITMENT AND REVIEW (EOPCR)** – the Performance Commitment and Review contracts of executive offices accomplished by heads of office
- c. **SERVICE PERFORMANCE COMMITMENT AND REVIEW (SPCR)** – the Performance Commitment and Review contracts of services accomplished by directors
- d. **DIVISION PERFORMANCE COMMITMENT AND REVIEW (DPCR)** – the Performance Commitment and Review contracts of divisions under the services accomplished by division chiefs
- e. **ATTACHED OFFICE PERFORMANCE COMMITMENT AND REVIEW (AOPCR)** – the performance commitment and review contracts accomplished by the heads of the attached offices
- f. **SPECIAL PROGRAM PERFORMANCE COMMITMENT AND REVIEW (SPPCR)** - the performance commitment and review contracts accomplished by the highest ranking employee with casual plantilla under the special programs
- g. **INDIVIDUAL PERFORMANCE COMMITMENT AND REVIEW (IPCR)** - the Performance Commitment and Review contracts accomplished by individual employees

V. SCOPE AND COVERAGE

The OCM-SPMS shall apply to the offices and divisions under the OCM Proper such as the Executive Offices, the Services and its respective divisions.

Further, the scope of SPMS shall be extended to the OCM Special Programs such as:

- a. Ayudang Medikal Mula sa Bangsamoro Government (AMBAG);
- b. Kapayapaan sa Pamayanan (KAPYANAN);
- c. Tulong Alay sa Bangsamorong Nangangailangan (TABANG);
- d. Marawi Rehabilitation Program (MRP); and
- e. Support to Local Moral Governance (SLMG).

The SPMS implementation applies upon the appointment of the regular positions in the career service under the aforementioned Special Programs, pursuant to SPMRT Resolution No. 001, series of 2023 entitled “*Extending the Scope and Coverage of the Strategic Performance Management System (SPMS) to include the Attached Offices, and Special Programs under the Office of the Chief Minister and for Purposes of Instituting the Expanded Strategic Performance Management Review Team (SPMRT) Members and its Secretariat Therefor.*”

Similarly, the following Attached Offices without fiscal autonomy shall also be included for the SPMS Implementation starting on the rating period covering January to June 2023, to wit:

- a. Bangsamoro Board of Investment (BBOI);
- b. Bangsamoro Darul-Ifta' (BDI);
- c. Bangsamoro Information and Communications Technology Office (BICTO);
- d. Bangsamoro Information Office (BIO); and
- e. Office for Settler Communities (OSC).

The inclusion is in accordance with the scope and coverage of the approved OCM SPMS Policy, further strengthened by the foregoing SPMRT Resolution No. 001, s. 2023.

The Individual Performance Commitment and Review (IPCR) shall be accomplished by the permanent, casual, coterminous, and contractual employees under OCM.

VI. OBJECTIVES

These guidelines aim to present a uniform and consistent interpretation and implementation of the approved SPMS policy, specifically:

- a. the mechanisms and processes for performance evaluation for all first and second level employees (both technical and supervisory/managerial) in the career service within the OCM Proper, the Special Programs and the Attached Offices without fiscal autonomy; and
- b. the processes, rating scales and standards in evaluating the office and individual performance and accomplishments vis-à-vis the success indicators consisting of targets and performance measures as specified in the EOPCR, SPCR, DPCR, SPPCR, AOPCR and IPCR.

VII. RATING PERIOD

Performance evaluation shall be done semi-annually. The rating periods shall be January to June and July to December of every year.

VIII. GENERAL GUIDELINES

- a. The Office of the Chief Minister shall ensure that there shall be no discrimination in the evaluation of performance on account of political or religious affiliation, sex, sexual orientation and gender identity, civil status, age, disability, or ethnicity.
- b. The performance review and evaluation shall be done at the end of the performance cycle to assess the office and individual employee's performance level based on the commitments and measures as contained in the signed OPCR and IPCR.
- c. A mid-year review is prescribed to determine the progress in achieving the objectives. In exceptional cases, and only if the situation warrants, a recalibration of office and individual targets shall be allowed not later than three months prior to the end of the rating period.

- d. Exceptional cases shall include but not limited to instances when high level decisions are taken into effect such as changes in strategic directions, and circumstances beyond the control of the ratee such as natural and/or man-made calamities, including typhoon, earthquakes and other fortuitous events.
- e. In case recalibration of targets is needed, resubmission of performance commitment and review forms is required, subject to the review of the SPMRT Secretariat Proper and the Expanded SPMRT Secretariat, as may be applicable, and the approval of the SPMRT Chairperson.
- f. During the mid-year review, rater shall inform through writing the status of performance of the ratee, in case of an Unsatisfactory or Poor performance. Coaching, feedback and appropriate interventions shall be provided where necessary.
- g. An Annual Performance Review Conference shall be conducted after the annual performance cycle to decide and/or deliberate on the final ratings of the OPCR, EOPCR, SPCR, DPCR, SPPCR, and AOPCR. IPCR may also be deliberated in cases of appeals and discrepancies.
- h. Rules on appeals and sanctions provided in the approved SPMS shall apply.
- i. Any other concerns related to performance evaluation of the offices and individual employees not stipulated in these guidelines shall be decided upon by the SPMRT.

IX. SPECIFIC GUIDELINES

- a. The head of office, in coordination with the Technical Management Service - Planning and Management Division (TMS-PMD), shall assess the performance of the office vis-à-vis the committed targets at the beginning of the performance cycle. Conversely, the immediate supervisor/rater, in coordination with the Administrative Management Service - Human Resource Management Division (AMS-HRMD), shall assess the performance of the individual employees/ratees.
- b. The rater and the ratee shall discuss and agree on the individual assessment based on the actual accomplishments of each of the committed deliverables. The final rating shall be based solely on the accomplishment of the specific deliverables as measured by the Success Indicators. The OPCR and IPCR shall be accomplished and completed by the rater and the ratee to:
 - Reflect actual accomplishments and results;
 - Rate each deliverable based on applicable performance dimension/s;
 - Compute for score per deliverable;
 - Determine the overall rating of accomplishments;
 - Reach an agreement; and
 - Assess the competencies.
- c. At the end of the 6-month rating period, all employees shall submit their respective IPCR, subject to the verification and concurrence of the SPMRT Expanded Secretariat and immediate supervisor. The Division Chiefs, Supervisors and Section Heads shall be tasked to monitor the timely submission of their subordinates' IPCR.

- d. Initial self-rating shall be administered prior to the rater-ratee discussion. The ratee shall evaluate his or her own performance by filling out the accomplishment portion of the PCR and rate himself/herself based on the appropriate rating scale on any or all of the three performance dimensions (quality, timeliness, efficiency). The ratee shall input his/her score under the *self-rating column* of the form.
- e. After the self-rating, there shall be a rater-ratee discussion in order to confer the ratee's accomplishment. The ratee and the rater shall discuss the former's accomplishment based on the pre-agreed standards and targets as committed in the PCR form. In this phase, disagreements/ differences in opinions in so far as the ratees' performance rating is concerned, if any, will be resolved. The rater shall then input the score under the *supervisor's rating column* of the form.
- f. Upon submission of the PCR form that is evaluated by both the ratee and the rater, the SPMRT Secretariat Proper shall validate the declared accomplishments with its corresponding actual MOV based on the success indicator and the predetermined list of MOV.
- g. A particular deliverable without any MOV shall be given an unsatisfactory rating under the *SPMRT rating column* of the form. However, should the task be accomplished but the actual MOV presented is not based on the predetermined list of MOV indicated during the planning and commitment phase, the same shall be rated one step lower than its actual value. Thus, if the ratee scored 5 based on the MOV presented which is other than the predetermined MOV, the ratee shall receive a rating of 4 or one step lower than the actual value of the MOV presented.
- h. The SPMRT column of the form shall serve as the final rating of the ratee upon validation.
- i. The rater shall fill out the "Rater's Remarks" portion of the Performance Rating Form which will be the basis for:
- Preparation of individual development plan;
 - Training needs analysis;
 - Strategic adjustment of monthly performance targets, measures and standards;
 - Coaching and counselling of employees (when and where needed);
 - Recommendation for process improvement;
 - Application of necessary interventions, and
 - Exercise of management decisions and/or recommendations.
- j. Heads of Office, Service Directors and Division Chiefs shall accomplish the EOPCR, SPCR, DPCR, SPPCR and AOPCR respectively, for submission to the TMS-PMD during the Planning & Commitment phase and during the Review & Evaluation phase of each rating period.

- k. The sections, divisions, offices, special programs and attached offices shall also perform self-rating backed by supporting documents and/or means of verification to be provided during the rater-ratee discussion.
- l. The rating for the Behavioral Dimension is subject to the discretion of the rater. Should any complaints concerning behavior and/or performance against the ratee arise, provisions under item [1.3.a], Section XII of these Guidelines apply.
- m. The SPMRT shall determine the final assessment of performance level of the division chiefs, service directors and heads of office based on proof of performance or means of verification as validated by the SPMRT Secretariat Proper. The final assessment shall correspond to the adjectival description of Outstanding, Very Satisfactory, Satisfactory, Unsatisfactory and Poor.
- n. The final rating of the individual employees, section heads, supervisors and other heads with accomplished IPCR shall be determined by their immediate supervisor/rater, unless any discrepancy is observed which shall be conferred with the ratee and the rater involved. The SPMRT Expanded Secretariat shall then validate the actual MOVs against the declared actual accomplishments, as need arises. In such a case, the SPMRT rating shall be treated as the final rating of the IPCR [Part I], subject to the approval of the SPMRT.
- o. Outstanding overall rating of individuals and offices shall only be recognized during the Annual Performance Review and Planning Conference (APRPC) if and only if the rated PCR of the individual/office concerned is submitted within the prescribed period based on the SPMS calendar and/or any issuances requiring the same.
- p. The average of all individual performance ratings shall not go higher than the collective performance of the office to which the employees are assigned. If otherwise, the head of office/director/chief concerned shall be required to adjust the individual employee ratings to conform with the OCM-SPMS policy. The Head of Office shall ensure that the individual employees, section heads and division chiefs are notified of his/her final overall rating.
- q. The Summary List of Individual Ratings with the attached IPCRs shall be submitted to the AMS-HRMD. Likewise, the Summary List of Office/Division Ratings with attached EOPCR/SPCR/DPCR/SPPCR/AOPCR shall be submitted to the TMS-PMD within the period indicated in the approved SPMS calendar.
- r. The SPMRT Secretariat Proper, assisted by the Expanded SPMRT Secretariat, is authorized to confer with the heads of office/services/divisions/special programs/attached offices, and the employees concerned to validate accuracy of data entries in the performance commitment and review (PCR) contracts.

- s. The SPMRT Secretariat Proper shall prepare and present its Performance Evaluation Report reflecting the Summary List of Office/Division Ratings and findings on any discrepant ratings to the SPMRT after every rating period.
- t. To ensure the timely submission of the Performance Commitment and Review Forms (PCRF), compliance to the same shall be included as part of the deliverables during the performance planning and commitment phase.

This shall also cover submission of other SPMS requirements such as Individual Development Plan (IDP) and Monitoring and Coaching Journal.

X. PERCENTAGE ALLOCATION

i. IPCR RATING

- a. The overall rating of an employee for a single rating period consists of two parts:

Parts	Percentage Allocation
Performance Rating	70%
Behavioral Dimensions	30%
Total	100%

PART I: PERFORMANCE RATING refers to actual job planned and accomplished by the rank-and-file employee except for the supervisors and section heads. The rating derived from this component reflects the level of performance the employee was able to achieve during the rating period based on any or all of the performance dimensions (quality, timeliness, efficiency).

Components of Performance Rating comprises the *core function, support function, and intervening tasks and institutional requirements*.

Percentage allocation for Performance Rating which comprises 70% of the overall IPCR rating is as follows:

Components	Percentage Allocation
Core Functions	70%
Support Functions	25%
Intervening Tasks and Institutional requirements	5%

Total	100%
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- i. **Core functions** refers to the outputs that result from regular tasks/functions within the employee's accountability in the work setting or those inherent to the duties and functions of his/her position.
- ii. **Support functions** are ancillary activities carried out by an employee in order to facilitate the functions of the office.
- iii. **Intervening tasks and institutional requirements** are those which are neither inherent nor directly related to position description and shall include membership in committees, attendance to official activities or other similar assignments which require a considerable amount of effort or time of the employees and are duly covered by a memorandum order or other forms of issuance.

Special or additional assignments are no longer considered intervening tasks if it will significantly affect the performance of the employee's regular targets. In such a case, it is treated as an allowable recalibration or modification of targets as previously indicated in item (c) under the general guidelines of this memorandum. Recalibration of the same shall be subject to the recommendation of the SPMRT Secretariat and the approval of the SPMRT Chairperson.

In the event that the **Intervening Tasks and Institutional Requirements** are not applicable, the percentage allocation of the same shall fall under the **Support Functions**.

PART II: BEHAVIORAL DIMENSIONS which comprises 30% of the overall IPCR rating refer to the different behavioral factors that affect the job performance of the employee.

Each rank-and-file employee, except for the supervisors and section heads, shall be rated on the following behavioral dimensions using the Behavioral Dimension Form (BDF) attached as Annex A:

Components	Percentage Allocation
Attendance and punctuality	30%
Completed Staff Work	30%
Analytical Thinking and Problem-Solving Skills	20%
Teamwork and Collaboration	10%
Adherence to Office Policies/Requirements	10%

Total	100%
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ii. **EOPCR, SPCR, DPCR, SPPCR AND AOPCR RATING**

The overall rating of **EOPCR, SPCR, DPCR, SPPCR, AOPCR or IPCR of Supervisors and Section Heads** for a single rating period consists of two parts:

Parts	Percentage Allocation
Performance Rating	80%
Behavioral Dimensions	20%
Total	100%

PART I: PERFORMANCE RATING

The percentage allocation of performance rating which comprises 80% of the overall rating for EOPCR, SPCR, DPCR, SPPCR or AOPCR is as follows:

Components	Percentage Allocation
Strategic Objectives	25%
Core functions	50%
Support functions	20%
Intervening Tasks and Institutional Requirements	5%
Total	100%

- b. **STRATEGIC OBJECTIVES** refer to outputs that are aligned with the identified strategic priorities of the Office of the Chief Minister.
- c. **CORE FUNCTIONS** refer to outputs that are linked to the main services delivered by the office inherent in its mandate.
- d. **SUPPORT FUNCTIONS** are those that are linked to providing assistance to other offices. This may also refer to the support and administrative services needed for the efficient performance of the core functions of the office.

- e. **INTERVENING TASKS & INSTITUTIONAL REQUIREMENTS** (*see* definition under the IPCR Rating)

In the event that there is no strategic output, the percentage allocation is as follows:

Components	Percentage Allocation
Core functions	70%
Support functions	25%
Intervening Tasks and Institutional Requirements	5%
Total	100%

PART II: BEHAVIORAL DIMENSIONS

Likewise, the **Heads of Office, Service Directors, Division Chiefs, Supervisors and Section Heads** shall be rated on these behavioral dimensions which comprises 20% of the overall final rating of their respective performance commitment and review contracts using the Behavioral Dimensions Form (BDF) attached as Annex B:

Components	Percentage Allocation
Commitment to Mission of OCM	20%
Leadership	20%
Analytical Thinking	20%
Problem Solving and Decision-making Skills	20%
Drive for Excellence	10%
Teamwork and Collaboration	10%
Total	100%

iii. OPCR RATING

The main OPCR of the Office of the Chief Minister shall only consist of performance rating comprising a percentage allocation of 100%. Its components are as follow:

Components	Percentage Allocation
Strategic Objectives	30%
Core functions	50%
Support functions	20%

Total	100%
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In the event that there is no strategic objective, the percentage allocation is as follows:

Components	Percentage Allocation
Core functions	70%
Support functions	30%
Total	100%

RATING COMPUTATION:

For Components

- Add all the scores per output of each component.
- Divide the sum by the total number of outputs per component.
- Multiply the result by the allocated percentage of a given component.

For Performance Rating (Part I)

- Add all the results of all components.
- Multiply the total by 70% to get the overall performance rating (Part I) for IPCR and by 80% for EOPCR, SPCR, DPCR, SPPCR, AOPCR and IPCR of Supervisors and Section Heads.

For Behavioral Dimensions (Part II)

- Multiply each score to the percentage allocation of each item.
e.g, Attendance and Punctuality is rated 5, the computation is as follows given that the percentage allocation for attendance and punctuality is 30%:
 $5 \times .30 = 1.5$
- Add all the scores and obtain the average.
- Multiply the average by 30% to obtain the overall rating for Behavioral Dimensions (Part II) for IPCR and by 20% for EOPCR, SPCR, DPCR, SPPCR, AOPCR or IPCR of Supervisors and Section Heads.

For Overall Rating

- Add the total rating of Part I and Part II to get the total numerical rating.
- In determining the final adjectival rating of the ratee, the range of the final numerical rating is as follows:

NUMERICAL RATING	ADJECTIVAL RATING	DESCRIPTION
4.50 – 5.00	Outstanding	Performance represents an extraordinary level of achievement and commitment in terms of quality and time, technical skills and knowledge, ingenuity, creativity, and initiative.

		Employees at this performance level should have demonstrated exceptional job mastery in all major areas of responsibility. Employee achievement and contributions to the organization are of marked excellence.
3.50 – 4.49	Very Satisfactory	Performance exceeded expectations. All goals, objectives, and targets were achieved above established standards.
2.50 – 3.49	Satisfactory	Performance met expectations in terms of quality of work, efficiency, and timeliness. The most critical annual goals were met.
1.50 – 2.49	Unsatisfactory	Performance failed to meet expectations, and/or one or more of the most critical goals were not met.
1.49 and below	Poor	Performance was consistently below expectations, and/or reasonable progress toward critical goals was not met. Significant improvement is needed in one or more important areas.

XI. MEANS OF VERIFICATION

Means of verification (MOV) per success indicator shall be readily available as basis in the monitoring and evaluation of performance accomplishments at the end of the rating period.

List of predetermined MOVs shall be submitted to the TMS-PMD and AMS-HRMD as attachment to the PCR contracts during the planning and commitment phase of the OCM performance management cycle (see Annex C).

A quarterly validation process shall be undertaken by the SPMRT Secretariat Proper to ensure that each office accomplishes the means of verification for every deliverable that have been committed.

XII. STANDARD RATING SCALES

Based on the actual accomplishments and results, each of the success indicator shall be rated using performance dimensions such as **quality, efficiency, and timeliness**.

Note that 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, one dimension may be sufficient.

The following are the standard rating scales per performance dimension and per nature of the deliverable. These shall be used as guide to determine how the performance will be rated:

1. **QUALITY** or Effectiveness means getting the right things done. It refers to the degree to which objectives are achieved as intended and the extent to which issues are addressed with a certain degree of excellence. Quality or effective performance involves the following elements:

- Acceptability
- Meeting standards
- Client satisfaction with services rendered
- Accuracy
- Completeness or Comprehensiveness of reports

1.1 FOR PREPARATION OF WRITTEN WORK

NUMERICAL	ADJECTIVAL RATING	DESCRIPTION
5	OUTSTANDING	Output is substantially correct and complete, no error in content; every aspect of work assignment well covered; clearly presented; well organized
4	VERY SATISFACTORY	No major mistakes or deficiency, none requiring studying or major revision of the subject substance, 10% of the output subjected to modifications or not organized
3	SATISFACTORY	25% of the substantial aspect of the work had to be revised
2	UNSATISFACTORY	50% of the substantial aspect of the work had to be revised
1	POOR	Work not acceptable. Needs total revision. Assignment has to be given to another

1.2 FOR DATA ACCURACY

NUMERICAL	ADJECTIVAL RATING	DESCRIPTION
5	OUTSTANDING	100% accurate data
4	VERY SATISFACTORY	1-3% degree of error
3	SATISFACTORY	4-6% degree of error

2	UNSATISFACTORY	7-9% degree of error
1	POOR	10% degree of error or more

1.3. FOR EVALUATION OF CUSTOMER FEEDBACK

NUMERICAL	ADJECTIVAL RATING	DESCRIPTION
5	OUTSTANDING	Average rating of customers is Outstanding or its equivalent and with or without positive feedback
4	VERY SATISFACTORY	Average rating of customers is VS or its equivalent with or without positive feedback
3	SATISFACTORY	Average rating of customers is satisfactory or its equivalent with one or zero customer complaint
2	UNSATISFACTORY	Average rating of customers is unsatisfactory or its equivalent and two to three customer complaints
1	POOR	Average rating customers is poor or its equivalent and four or more customer complaints

1.3.a. WHEN IS A COMPLAINT CONSIDERED VALID:

1. The nature of complaint must be in relation to the employee's duties and responsibilities;
2. Employee subject for complaint shall be given avenue to explain himself/herself through writing; complaints shall be validated and decided by the SPMRT;
3. Only if the employee is proven guilty of such complaint that it be counted as one;
4. If a complaint is validated and proven true, the rating shall be downgraded to the immediate lower level. (e.g. the rating is outstanding based on the customer satisfaction survey forms but a complaint is made and proven against the ratee, his or her final rating for that specific deliverable shall be downgraded to Very Satisfactory)
5. If, however, the complaints fall under critical incidents, i.e. those incidents that are detrimental to the organizational image of the office and/or of the OCM as a whole, the rating shall be deliberated by the SPMRT.

1.4 FOR COMPLETENESS OF DOCUMENTS

NUMERICAL	ADJECTIVAL RATING	DESCRIPTION
5	OUTSTANDING	Document and its attachments are complete
4	VERY SATISFACTORY	Once returned due to incomplete documents
3	SATISFACTORY	Twice returned due to incomplete documents
2	UNSATISFACTORY	Thrice returned due to incomplete documents
1	POOR	More than thrice returned due to incomplete documents

2. EFFICIENCY - the extent to which targets are accomplished using the minimum amount of time or resources. Efficient performance applies to continuing tasks or frontline services (e.g., routing of documents). It involves the following elements:

- Standard response time
- Number of requests/applications acted upon over number of requests/applications received
- Optimum use of resources (e.g., money, logistics, office supplies)

2.1 FOR BUDGET EXPENDITURE

NUMERICAL	ADJECTIVAL RATING	DESCRIPTION
5	OUTSTANDING	96-100% of allotted budget spent
4	VERY SATISFACTORY	90-95% of allotted budget spent
3	SATISFACTORY	80-89% of allotted budget spent
2	UNSATISFACTORY	70-79% of allotted budget spent
1	POOR	Above 100% or below 70% of allotted budget spent

2.2 FOR STANDARD RESPONSE TIME

NUMERICAL	ADJECTIVAL RATING	DESCRIPTION
5	OUTSTANDING	Task completed within or lesser than 70% of the target date/time
4	VERY	Task completed within 71% to 85% of the target date/time

		SATISFACTORY	
3		SATISFACTORY	Task completed on the deadline based on the success indicator
2		UNSATISFACTORY	Task completed in 1-29% of the time after the deadline
1		POOR	Task not accomplished at all or completed 30% or more of the time after the deadline

2.3 FOR REQUESTS MADE BY CLIENTS/CUSTOMERS

NUMERICAL	ADJECTIVAL RATING	DESCRIPTION
5	OUTSTANDING	100% of requests acted upon receipt
4	VERY SATISFACTORY	90-99% of requests acted upon receipt
3	SATISFACTORY	80-89% of requests acted upon receipt
2	UNSATISFACTORY	70-79% of requests received acted upon receipt
1	POOR	Below 70% of requests acted upon receipt

2.4 FOR NON-FIXED TARGETS

NUMERICAL	ADJECTIVAL RATING	DESCRIPTION
5	OUTSTANDING	130% or more above of the targets accomplished
4	VERY SATISFACTORY	115-129% above of the targets accomplished
3	SATISFACTORY	76-114% above of the targets accomplished
2	UNSATISFACTORY	51-75% of the targets accomplished
1	POOR	50% of the targets accomplished or lesser

2.5 FOR FIXED TARGETS

NUMERICAL	ADJECTIVAL RATING	DESCRIPTION
5	OUTSTANDING	100% of targets accomplished
4	VERY SATISFACTORY	90-99% of targets accomplished
3	SATISFACTORY	80-89% of targets accomplished
2	UNSATISFACTORY	70-79% of targets accomplished
1	POOR	Below 70% of targets accomplished

3. TIMELINESS - measures if the targeted deliverable was done within the scheduled or expected timeframe. Timely performance involves:

- Meeting deadlines as set in the work plan

3.1 FOR NON-DEFINITIVE SCHEDULE (*the deliverables can be achieved earlier than the set target*)

NUMERICAL	ADJECTIVAL RATING	DESCRIPTION		
		If the task requires an hour or a number of hours to be completed	If the task requires 1 working day or a number of working days to be completed	If the task requires a month or a number of months to be completed
5	OUTSTANDING	Task completed 1 working hour or more ahead of time	Task completed 5 working days or more ahead of the target date	Task completed 15 working days or more ahead of the target date
4	VERY SATISFACTORY	Task completed 30 – 59 minutes ahead of time	Task completed 1 to 4 working days ahead of the target date	Task completed 7– 14 working days ahead of the target date
3	SATISFACTORY	Task completed on time	Task completed on the target date	Task completed of the target date

2	UNSATISFACTORY	Task completion delayed by 30 - 59 minutes beyond target time	Task completion delayed by 1 to 4 working days beyond target time	Task completion delayed by 1-14 working days beyond target time
1	POOR	Task completion delayed beyond 1 working hour of the target time	Task completion delayed 5 working days or more beyond the target date	Task completion delayed 15 working days or more beyond the target date

3.2 FOR DEFINITIVE SCHEDULE - (the deliverable is impossible to achieve earlier than the set target)

NUMERICAL	ADJECTIVAL RATING	DESCRIPTION		
		If the task requires an hour or a number of hours to be completed	If the task requires 1 working day or a number of working days to be completed	If the task requires a month or a number of months to be completed
5	OUTSTANDING	Task completed on time	Task completed on the target date	Task completed on the target date
4	VERY SATISFACTORY	Task completion delayed by 1- 30 minutes beyond target time	Task completion delayed by 1-2 working days beyond target time	Task completion delayed by 1-8 working days beyond target time
3	SATISFACTORY	Task completion delayed by 31 minutes to 59 minutes beyond target time	Task completion delayed by 3-4 working days beyond target time	Task completion delayed by 9-15 working days beyond target time
2	UNSATISFACTORY	Task completion delayed by 1 hour to an hour and a half beyond the target time	Task completion delayed by 5-6 working days beyond target time	Task completion delayed by 16-30 working days beyond target time
1	POOR	Task completion delayed beyond an hour and a half of the target time	Task completion delayed by 7 working days or more beyond the target date	Task completion delayed by 1 month beyond the target date

***Task is considered complete by the time it is approved by the supervisor**

4. BEHAVIORAL DIMENSION

4.1 RATING SCALE FOR BEHAVIORAL DIMENSION

NUMERICAL	ADJECTIVAL RATING	DESCRIPTION
5	OUTSTANDING	Role model
4	VERY SATISFACTORY	Consistently demonstrates
3	SATISFACTORY	Most of the time demonstrates
2	UNSATISFACTORY	Sometimes demonstrates
1	POOR	Rarely demonstrates

5. ADOPTION OF OTHER RATING SCALES

Since the performance measures are nuanced in nature, the rating scales provided are in general terms, and other rating scales for specific outputs may be adopted. The specific rating scale used for indicators must be agreed upon by both the rater and the ratee and must be attached in the EOPCR/SPCR/DPCR/SPPCR/AOPCR/IPCR during the Planning and Commitment Phase, subject to the recommendation of the SPMRT Secretariat and the approval of the SPMRT.

XIII. SUBMISSION OF PERFORMANCE TARGETS, STANDARDS AND RATINGS

The deadline of submission of the Performance Commitment and Review (PCR) forms during the Planning and Commitment Phase is set no later than every 31st of January and 31st of July while the predetermined list of Means of Verification (MOV) shall be submitted no later than 15th of February and 15th of August. This is to harmonize the budget calendar with the SPMS calendar.

However, should the Budget Expenditure Program (BEP) of each office under the OCM Proper be provided later than January 20th, the deadline of submission of both the PCR and the MOV shall be adjusted with one working day extension for every one working day delay for the rating period covering January - June. This extension of deadline excludes the Special Programs and the Attached Offices given the distinct and separate budget of the same indicated in the General Appropriations Act of the Bangsamoro (GAAB).

Performance targets shall be submitted to the SPMRT Secretariat: (a) TMS-PMD for EOPCR, SPCR, DPCR, SPPCR, and AOPCR, and (b) AMS-HRMD for IPCR.

Additional rating scales, if any, shall also be submitted during the planning and commitment phase together with the performance targets.

PCR ratings accomplished during the performance review and evaluation phase shall likewise be submitted to the respective SPMRT Secretariat no later than fifteen (15) calendar days after every rating period.

XIV. SANCTIONS FOR LATE SUBMISSION

Apart from the sanctions on non-submission of PCR forms stipulated in the Part IV, Item I of the OCM SPMS Policy, the SPMRT agreed to provide additional sanctions for late and non-submission, viz.:

1-2 working days late submission	Issuance of 1st Notice of Late Submission or Non-Submission and an Unsatisfactory Rating under the timeliness dimension for the submission of PCR forms or MOV form
3-4 working days late submission	Issuance of 2nd Notice of Late Submission or Non-Submission and an Unsatisfactory Rating under the timeliness dimension for the submission of PCR forms or MOV form
5 working days and beyond late submission	Issuance of 3rd Notice of Late Submission or Non-Submission and a Poor Rating under the timeliness dimension for the submission of PCR forms or MOV form

XV. APPROVING AUTHORITY FOR THE PERFORMANCE COMMITMENT AND REVIEW CONTRACTS

	RATEE	RATER	APPROVING AUTHORITY
1	Senior Minister/Deputy Chief Minister/Chief of Staff/Cabinet Secretary	Chief Minister	Chief Minister
2	Assistant Senior Minister	Senior Minister	Senior Minister
3	Assistant Cabinet Secretary	Cabinet Secretary	Senior Minister
4	Heads of Attached Offices	Assistant Senior Minister	Senior Minister
5	Program Managers	Assistant Senior Minister	Senior Minister
6	Service Director	Assistant Senior Minister	Senior Minister
7	Chief of Division	Service Director/Head of Office	Service Director/Head of Office

8	Supervising Administrative Officer	Chief of Division	Chief of Division
9	Section Chief/Unit Head	Supervising Administrative Officer (SAO)	Chief of Division
10	Staff	Section Head or SAO in the absence of the Section Head	Chief of Division

XVI. SEPARABILITY and REPEALING CLAUSE

Should any provision in these guidelines is declared invalid or unconstitutional, the other provisions not affected thereby shall remain valid and subsisting.

All other issuances inconsistent herewith are hereby repealed or rescinded.

XVII. EFFECTIVITY

This order shall take effect immediately upon its issuance.


By Authority of the Chief Minister
AHOD B. EBRAHIM


ABDURAOUF A. MACACUA
Senior Minister **Φ**

OCM-BARMM AMS-RD
AAA141984



Bangsamoro Autonomous Region in Muslim Mindanao
Office of the Chief Minister
OFFICE OF THE SENIOR MINISTER
RELEASED
Name: ABDUL AZIS LU ALI
Date: APR 18 2023 Time: 2:20 PM

Bangsamoro Autonomous Region in Muslim Mindanao
OFFICE OF THE CHIEF MINISTER
Records Division - AMS

RELEASED
BY: Bhai Elham M. Hadji Gualil
DATE: 18 APR 2023
TIME: 2:39 PM

RECEIVED FOR ROUTING
By: MASNAH K. MIDTIMBANG
Date: 18 APR 2023
Time: 2:34 PM

OFFICE OF THE CHIEF MINISTER

STRATEGIC PERFORMANCE MANAGEMENT SYSTEM (SPMS)

For the rating period July to December 2022

		DATE OF PERFORMANCE PLANNING:			
		DATE OF PERFORMANCE APPRAISAL:			
EMPLOYEE :					
POSITION :					
PART II: BEHAVIORAL DIMENSIONS					
COMPETENCIES	DEFINITION	CRITICAL INCIDENTS	RATING	SUMMARY OF RATINGS	
				Weighted Average Scores	TOTAL OVERALL SCORE
				PART I	PART II
1. Attendance and Punctuality (20%)	Reports to work regularly and arrives at work on time. It also refers to the ability to be prompt, attend appointments on time and submit assignments within the deadline.	<indicate critical/notable incidents that may justify or bolster the rating (e.g. Has been AWOL for 3 weeks and only reported to work after the Director called his attention. Recognized in the office as employee of the month for zero tardiness and zero absence)>			
2. Completed Staff Work (CSW) (20%)	Submits written recommendations to the superior in such a manner that the superior need not do anything in the process but to review the submitted document and indicate approval or disapproval thus, saving the superior's time by giving the legwork to the staff. If the assignment does not originally emanate from him/her, the personnel thoroughly reviews, provides comments, and recommendations before forwarding to the supervisor.	<example CI - assisted the principal in deciding the details of a program by providing data history which served as basis for the number of participants and budget needed; keeps asking the superior what next steps to be taken instead of figuring it out or trying to solve in his/her level; complaints to the office because of his/her inability to fix issues within his/her sphere of responsibility>			
3. Analytical Thinking and Problem Solving Skills (20%)	Collecting, analyzing, interpreting, and synthesizing data/information in order to comprehend issues and/or a situation, identify cause and effect, and use this information to make successful decisions/recommendations.				
4. Teamwork and Collaboration (20%)	Implies a sincere desire to work cooperatively and productively with others, across cultures and organizational barriers, to achieve shared objectives and favorable outcomes.	<example CI - successfully carried out different projects composed of different team members. This should note how well he/she can collaborate with different groups>			
				Rater	
				Ratee	
				Rater	
				Ratee	
WE HAVE DISCUSSED AND AGREED ON THE ABOVE TARGETS:					
To compute for the Total Overall Score: Total the Weighted Average Scores from Part I and Part II.					

5. Adherence to Office Policies/Requirements (20%)	Ensures compliance to policies, guidelines and other requirements issued by the office such as adherence to dress code whether or not checked/ monitored by the office.			Date	
				Confirmed By	
				WE HAVE DISCUSSED AND AGREED ON	
				THE ABOVE RATINGS:	
				Ratee	
				Rater	
				Date	
				Confirmed By	

Rating Scale

NUMERICAL	ADJECTIVAL RATING	DESCRIPTION
5	OUTSTANDING	Role model
4	VERY SATISFACTORY	Consistently demonstrates
3	SATISFACTORY	Most of the time demonstrates
2	UNSATISFACTORY	Sometimes demonstrates
1	POOR	Rarely demonstrates

COMPUTATIONS:

1. To compute for the Total Equivalent Point Score : Total the ratings

2. To compute for the Weighted Average Score : Multiply the Total Equivalent Point Score by 30%.

Total Equivalent Point Score

Weighted Average Score (WAS)

**OFFICE OF THE CHIEF MINISTER
STRATEGIC PERFORMANCE MANAGEMENT SYSTEM (SPMS)**
For the rating period July to December 2022

EMPLOYEE :		DATE OF PERFORMANCE PLANNING:			
POSITION :		DATE OF PERFORMANCE APPRAISAL:			
PART II: BEHAVIORAL DIMENSIONS					
COMPETENCIES	DEFINITION	CRITICAL INCIDENTS	RATING	SUMMARY OF RATINGS	
1. Commitment to Mission of OCM (10%)	A strong inclination to uphold the principles and values of public service and a personal alignment to the goals and mission of OCM.			Weighted Average Scores	TOTAL OVERALL SCORE
2. Drive for Excellence (20%)	With a strong focus on fulfilling the OCM criterion for quality, establishes high expectations and demonstrates perseverance, enthusiasm, and determination to complete assignments despite difficulties such as limited time and resources.			PART I	PART II
3. Teamwork and Collaboration (10%)	Implies a sincere desire to work cooperatively and productively with others, across cultures and organizational barriers, to achieve shared objectives and favorable outcomes.			WE HAVE DISCUSSED AND AGREED ON	
4. Leadership (20%)	Engaging others in the production of outputs and/or active support of ideas and activities to advance OCM's objectives and mission.			THE ABOVE TARGETS:	
5. Analytical Thinking (20%)	Collecting, analyzing, interpreting, and synthesizing data/information in order to comprehend issues and/or a situation, identify cause and effect, and use this information to make successful decisions/recommendations.			Ratee	Date
6. Problem Solving and Decision Making (20%)	Motivated and capable of systematically analyzing problems and developing alternate courses of action based on logical assumptions and factual data, while taking all relevant elements into account.			Rater	Date
WE HAVE DISCUSSED AND AGREED ON					
THE ABOVE RATINGS:					
COMPUTATIONS:					
1. To compute for the Total Equivalent Point Score : Total the ratings					
2. To compute for the Weighted Average Score : Multiply the Total Equivalent Point Score by 20%.					
				Total Equivalent Point Score	
				Weighted Average Score (WAS)	
				Rater	Date
				Confirmed By	

Rating Scale

ANNEX B

NUMERICAL	ADJECTIVAL RATING	DESCRIPTION
5	OUTSTANDING	Role model
4	VERY SATISFACTORY	Consistently demonstrates
3	SATISFACTORY	Most of the time demonstrates
2	UNSATISFACTORY	Sometimes demonstrates
1	POOR	Rarely demonstrates



Republic of the Philippines
Bangsamoro Autonomous Region in Muslim Mindanao
OFFICE OF THE CHIEF MINISTER
 Bangsamoro Government Center, Governor Gilmer Avenue, Rosary Heights VIII, Cotabato City 9600

List of Predetermined Means of Verification

ANNEX C
 Name of Employee/Section/Division:

No.	Deliverables	Success Indicators	Performance Dimensions (Quality, Efficiency, Timeliness)	Appropriate Rating Scale	Means of Verifications	Evident	Not Evident	Remarks
A. CORE FUNCTIONS (70%)								
1								
2								
3								
4								
5								
B. SUPPORT FUNCTION (25%)								
6								
7								
8								
C. INTERVENING TASKS & INSTITUTIONAL REQUIREMENTS (5%)								
9								
10								
11								

Prepared by:

Reviewed by:

Approved by:

_____ (Owner of Commitment)

_____ SPMRT Secretariat Proper

_____ (Head of Office)