



POLYTECHNIC UNIVERSITY OF THE PHILIPPINES
COLLEGE OF ENGINEERING
COMPUTER ENGINEERING DEPARTMENT

OUTCOME/S



POLYTECHNIC UNIVERSITY OF THE PHILIPPINES
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CLIENT SATISFACTION SURVEY (CSSS)
Summary of Results, (January - June, 2018)



Section: Office of the Vice President for Administration
Name of Office: Physical Planning and Development Office

Total Number of Respondents: 88

Demographic:
Students: 55
Faculty: 8
Employees: 11
Outside-Client: 9

Range	Scale	Description
4.8000 - 4.9999	5	Outstanding (O)
4.6000 - 4.7999	4	Very Satisfactory (VS)
4.4000 - 4.5999	3	Satisfactory (S)
4.2000 - 4.3999	2	Fair (F)
4.0000 - 4.1999	1	Poor (P)

OVERALL RATING
4.9700 OUTSTANDING

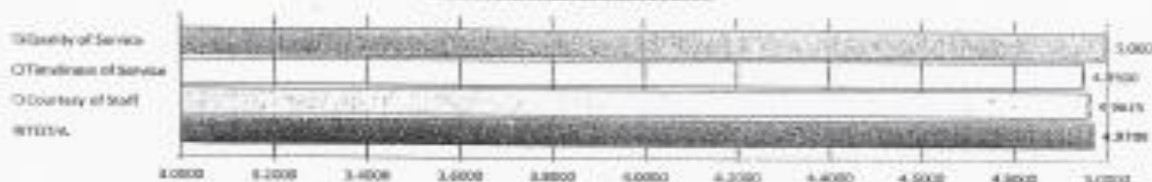
Rating	Quality of Service				Courtesy of Staff			
	Count	%	Count	%	Count	%	Count	%
Outstanding	88	100.00	88	100.00	88	100.00	88	100.00
Very Satisfactory	-	-	-	-	-	-	-	-
Satisfactory	-	-	-	-	-	-	-	-
Fair	-	-	-	-	-	-	-	-
Poor	-	-	-	-	-	-	-	-
Total	88	100.00	88	100.00	88	100.00	88	100.00

Note: Below is the summary of results of the Client Satisfaction Survey (CSSS) for the January - June, 2018. The level of ratings together with the percentage comments of your client respondents are shown in the paper.

A. Office Rating by Type of Client-Respondent

Criteria	OVERALL SATISFACTION		Type of Client-Respondent							
			STUDENTS		FACULTY		EMPLOYEES		OUTSIDE CLIENT	
	Rating	Description	Rating	Description	Rating	Description	Rating	Description	Rating	Description
Quality of Service	5.0000	O	5.0000	O	5.0000	O	5.0000	O	5.0000	O
Timeliness of Service	4.9000	O	4.9000	O	5.0000	O	5.0000	O	5.0000	O
Courtesy of Staff	4.9625	O	4.9625	O	5.0000	O	5.0000	O	5.0000	O
TOTAL	4.9700	O	4.9583	O	5.0000	O	5.0000	O	5.0000	O

Level of Clients' Satisfaction (Overall)



B. Overall Rating per Office Official/Staff

Name of Official/Employees	Rating	Description	O	VS	S	F	P
Christian Fungulan	5.0000	Outstanding	0	0	0	0	0
R. Pangilinan	5.0000	Outstanding	0	0	0	0	0
Shirley Nieve	5.0000	Outstanding	0	0	0	0	0
Gaspario Jacapitan	5.0000	Outstanding	0	0	0	0	0
John Taclejo Jr.	5.0000	Outstanding	0	0	0	0	0
Francisco Viscaya	4.9700	Outstanding	0	0	0	0	0
Jan Grillo	4.8000	Outstanding	0	0	0	0	0
Theresa Marie Gogajo	4.7500	Outstanding	0	0	0	0	0
Over-Rating	4.9487	Outstanding	0	0	0	0	0

C. Comments:

• Good office structure Very helpful

Prepared by:
[Signature]
MR. PETER JOHN C. GALANDEO
Secretary - Adm. /ISA

Checked/Conced:
[Signature]
MR. LINCOLN A. BASTISTA
Director, ISA

Noted:
[Signature]
DR. ANNA RUBY P. GAPAON
Chairman, Performance Management Team (PMT)



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Office of the Vice President for Administration

OFFICE PERFORMANCE COMMITMENT AND REVIEW (OPCR) FORM

I, SHERWIN N. NIEVA, Head of the PHYSICAL PLANNING AND DEVELOPMENT OFFICE (PPDO), commit to deliver and agree to be rated on the attainment of the following targets in accordance with the indicated measures for the period JANUARY to JUNE, 2018.

SHERWIN N. NIEVA
Director

Reviewed and Recommended for Approval by:

ADAM V. RAMILO, MIS
Vice President for Administration

Approved by:

DR. EMANUEL C. DE GUZMAN
University President

Numerical Rating	Adjectival Rating	Range
5	Outstanding	135% and above
4	Very Satisfactory	115% - 129%
3	Satisfactory	90% - 114%
2	Unsatisfactory	51% - 89%
1	Poor	50% and below

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STRATEGIC PRIORITY	SUCCESS INDICATORS	ALLOCATED BUDGET	OFFICER/PERSON RESPONSIBLE	ACTUAL BUDGET EXPENDED	Q1	Q2	Q3	Q4	REMARKS
Improved quality of services of the sector through:									
1.0 Academic Program Development									
1.1 Outcomes-based syllabus developed for all courses	Not Applicable								
1.2 developed for all courses									
1.3 Others, pls. specify									
2.0 Human Resource Development									
2.1 Job-related Trainings Seminars / Conferences/ Fora / others	70% (7/10) of its administrative personnel have attended at least 8 hours of job-related trainings in institutional / regional / national/ international level within the year. (E) 70% (7/10) of its administrative personnel have attended at least 32 hours for seminars / fora / conferences, planning and performance assessment workshops, teambuilding and other staff development programs in institutional / regional / national/ international level within the year. (E)								(July to Dec DPCR)
2.2 Enhanced research and extension capabilities	Not Applicable								
OFFICE FINAL OUTPUT (OFO)	SUCCESS INDICATORS	ALLOCATED BUDGET	OFFICER/PERSON RESPONSIBLE	ACTUAL BUDGET EXPENDED	Q1	Q2	Q3	Q4	REMARKS
CORE FUNCTIONS									
1.0 Major Core Functions of the Office									
1.1 Preparation of Architectural and Engineering Working Drawings/Design	Drafted Architectural Plan seven (7) working days upon receipt of complete data. (T)								None for this rating period



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1.2 Monitored on-going projects	Architecture drawings for all projects with no more than three (3) revisions (O) Compiled monthly monitoring reports of all ongoing infra projects submitted to OVPA seven (7) working days of the succeeding month. (T)			Twenty Nine (29) Completed monthly monitoring reports of all ongoing infra projects submitted to OVPA within the average of 1.23 working days of the succeeding month. (T)			5.0	Attachment A	
1.3 Determined ABC for Small value infrastructure projects	Approved Budget for the Contract (ABC) of Small value infrastructure projects prepared and submitted to BAC in fifteen (15) working days upon approval of final design layout. (T)			Five (5) Approved Budget for the Contract (ABC) of Small value infrastructure projects prepared and submitted to BAC with the average of 3.4 working days upon approval of final design layout. (T)			5.0	5.0	Attachment B
1.4 Approved plans, drawings and Scope of work of the infrastructure projects for bidding	Project's final design of plans submitted to DPWH for preparation of detailed cost estimate seven (7) working days from receipt of the approved project plan by the University President. (Bid out infrastructure projects). (T)			Three (3) Project's final design of plans submitted to DPWH for preparation of detailed cost estimate 1 (1) working day from receipt of the approved project plan by			5.0	5.0	Attachment C

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									the university President (Bid out infrastructure projects) (T)					
1.5 Budgetary Cost Estimate for Infrastructure Projects (Architectural & Engineering)	Budgetary cost estimate for infrastructure projects submitted to OMPA three (3) working days upon receipt of complete technical data from the end user. (T)													None for this rating period
1.6 Coular Inspection Reports	Inspection reports for infrastructure projects submitted to the head of the requesting office (end-user) 7 working days after the last day of inspection. (T)													None for this rating period
1.7 Project Completion	Certificate of Completion submitted to VPA seven (7) working days upon receipt of complete required documents from concerned offices. (T)													None for this rating period
2.0 Requests and queries acted upon within the prescribed period	100% of written queries / requests acted upon in 5 working days for simple communications from receipt of the written queries / requests (T) 100% of written queries / requests acted upon in 10 working days for complex communication from receipt of the written queries / requests (T)								100% (5/5) of written queries / requests acted upon w/in the working days from receipt of the written queries / requests (T)		5.0	5.0		Attachment D None for this rating period
3.0 Satisfied and Empowered Clients 3.1 Clients rated the services of the office	70% (/) of clients rated the services rendered by the Office as VS or better during the rating period. (E) CSS office actual rating(Q)								100% (50/50) of clients rated the services rendered by the Office as VS or better during the rating period. (E) CSS office actual rating(Q)	4.9708	5.0	5.0		Attachment E

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OFFICE FINAL OUTPUT (OFO)	SUCCESS INDICATORS	ALLOTTED BUDGET	OFFICE PERSON RESPONSIBLE	Actual Accomplishment	Q	E	T	TC	REMARKS
2.2 Submitted CSS Forms CSS Forms of the Office submitted to the Office of the Sector Head every 5 th working day of the month. (T)									
SUPPORT FUNCTIONS									
1.0 Attendance of heads of offices and administrative staff in scheduled meetings/other University functions / activities	70% (7/10) heads of offices, chiefs of sections and the staff attended / participated in each of the scheduled sector meetings / office meetings and other university functions (E)			100% (10/10) heads of offices, chiefs of sections and the staff attended / participated in each of the scheduled sector meetings / office meetings and other university functions (E)		5.0		5.0	Attachment G
2.0 Reportorial Requirements									
2.1 Submission of SPMS report requirements of the Unit									
2.1.1 Consolidated Performance Monitoring and Coaching Journal (SPMS Exhibit 10) (Quarterly)									Good Governance
2.1.2 Summary List of Individual Rating (supported by tracking tool for monitoring targets and									Good Governance



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2.1.3	Consultation of Faculty /Employee Development Plan																			Good Governance
2.2 Submission of mandatory periodic reports of the office complied with:																				
2.2.1	Action Plan (Annual)	Final version of Office Action Plan submitted to the Office of the Sector Head on the set deadline (T)																		(July to Dec. OPCR)
2.2.2	DTR	70% (7/10) of personnel submitted the DTR to the HRMD 5 working days after the end of the month (E)																		Attachment H
2.2.3	Medical Clearance	70% (7/10) of personnel secured medical clearance from the University Medical Services Department within the year (E)																		(July to Dec. OPCR)
2.2.4	Quarterly Accomplishment Report (QAR)	Consolidated final version of Quarterly Accomplishment Report submitted to the Office of the Sector Head on the set deadline (T)																		Attachment I
3.0 Utilization of budget allocation (whole year target)																				
3.1	Budget Utilization Rate	90% budget utilization rate in staff development and training funds allocated for the year (E) 90% budget utilization rate in staff development and training funds allocated for the year (E)																		(July to Dec. OPCR)



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		CFD		Rating	
Category		0	0	0	
Strategic Priority		4.5733	5	25	4.5733294 (80%)
Core Function		0	10	10	5.00000 (20%)
Support Functions		4.4739	15	35	4.9744267
Total Overall Rating					
Final Average Rating					

Assessed by:	Date	Date	Date
Institutional Planning Office			
			Head of Agency

Legend: 1 Quality 2 Efficiency 3 Timeliness 4 Average



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Republic of the Philippines
 POLYTECHNIC UNIVERSITY OF THE PHILIPPINES
 Sta. Mesa, Manila

SUMMARY LIST OF INDIVIDUAL RATINGS

Name of Sector : PHYSICAL PLANNING AND DEVELOPMENT OFFICE
 Head of the Sector: AR. SHERWIN N. NIEVA
 Number of Offices : ONE (1)
 Number of Individuals: TEN (10)
 Office OPCR Rating : 4.465703304 or 4.00000

Name of Employee* (Alphabetical Order)	JANUARY - JUNE		JULY - DECEMBER		JANUARY - DECEMBER (Weighted Average of two (2) rating periods)	
	Numerical Rating	Adjectival Rating**	Numerical Rating	Adjectival Rating	Numerical Rating	Adjectival Rating
1. Balinguit, Davo B.	4.20000	VS	4.46889	VS	4.37333	VS
2. Oñito, Michael Jan V.	4.14600	VS	4.47010	VS	4.33644	VS
3. Gegajo, Thera Marie F.	Newly Hired on 10/5/2017		4.40762	VS	4.40762	VS
4. Jaraplasan, Eugene A.	Newly Hired on 10/19/2017		4.53111	O	4.53111	O
5. Loodang, Clint Michael F.	4.72239	O	4.90763	O	4.81501	O
6. Nieva, Sherwin N.	4.60899	O	4.84935	O	4.74594	O
7. Pangilinan, Richmond B.	4.23839	VS	4.35386	VS	4.29488	VS
8. Purzolán, Christian Paul C.	4.23666	VS	4.77310	O	4.53167	O
9. Tadeja John D.S. Jr.	4.18967	VS	4.50519	O	4.37098	VS
10. Viacaya, Francisca C.	4.14600	VS	4.32029	VS	4.24780	VS
	4.308648		4.561314		4.434981	VS

* Head of Office and Section Chiefs are included.

** For purposes of determining the Adjectival Rating, please use the following rating scale:

Interval	Final Rating	Adjectival Interpretation
4.50001 - 5.00000	5	Outstanding
3.50001 - 4.50000	4	Very Satisfactory
2.50001 - 3.50000	3	Satisfactory
1.50001 - 2.50000	2	Unsatisfactory
0 - 1.50000	1	Poor

*** The Average IPCR Rating MUST NOT exceed the office OPCR Rating.

Note: Performance rating in the two rating periods of individual performers who were re-assigned / transferred / designated to another office will be reported by the Office where they served during the January-December, 2017 period.

Prepared by:

 Engr. Clint Michael F. Loodang
 Chief-EDDS

 Engr. Richmond B. Pangilinan
 Chief-ESDS



Reviewed / Approved by:

 Ar. Sherwin N. Nieva
 Deputy

Note: Please indicate the employees who have resigned / retired in 2017 for as long as they have IPCR with rating.



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SUMMARY OF TRAINING AND SEMINARS ATTENDED (JANUARY-JUNE 2017)								
No.	Name of Employee	Training	Total no. of Hours	Rating	Seminar	No. of Hours	Total no. of Hours	Rating
		(8hours)			(32hours)			
1	Sherwin Nieva	Geographic Information System CPD Seminar	24	✓ 5.0000	Civil Engineering: Achieving Global Competitiveness through Presentations of Technological Advancements & Global Trends	16	136	✓ 5.0000
					43rd UAP National Convention	24		
					Six Sigma Yellow Belt Training and Certification	24		
					Workshop on Integrating Six Sigma Principles in Addressing Procurement-Related Issues and Concerns	8		
					OVPA Annual Benchmarking and Exposures Visits	32		
					FaMO and PPDO 2018 Planning and Team Building Activity	24		
					Risk Orientation Course	8		
2	Clint Laddang	Basic Occupational Safety and Health Training	40	✓ 5.0000	Civil Engineering: Achieving Global Competitiveness through Presentations of Technological Advancements & Global Trends	46	142	✓ 5.0000
					3 rd National Electrical Safety Summit	8		
					Lean Six Sigma (Yellow Belt)	16		
					FaMO and PPDO 2018 Planning and Team Building Activity	24		
					OVPA 2018 Annual Planning and Team Building	24		
					Ethical Leadership	24		
					Civil Engineering: Achieving Global Competitiveness through Presentations of Technological Advancements & Global Trends	16		
					Technical Writing: Taking Your Written Outputs to the Next Level	16		



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3	Richmon Pangilinan	Surveying Equipment Training	8	5,0000 3,8000	42nd PICE National Convention	24	176	5,0000
					OVPA Annual Benchmarking and Exposures Visits	32		
					Calculating Impacts from Earthquakes, Sever Wind, and Flood Hazards	8		
					Brainstorming - Workshop on Procurement Planning and Preparation of Indicative Annual Procurement Plan for Fiscal year 2018	8		
					FaMO and PPDO 2018 Planning and Team Building Activity	24		
					OVPA 2018 Annual Planning and Team Building	24		
					College of Engineering 2018 Annual Planning	24		
4	Christian Punzalan	Surveying Equipment Training	8	5,0000	Civil Engineering: Achieving Global Competitiveness through Presentations of Technological Advancements & Global Trends	16	72	5,0000
					HERITAGE 101 For Young Architects - A Continuing Professional Development Seminar	24		
		QAR (Quarterly Accomplishment Report) Training	4		Process Orientation Course	8		
					FaMO and PPDO 2018 Planning and Team Building Activity	24		
5	Dave Balinquit	Autodesk Revit Architecture Training	50	5,0000	Civil Engineering: Achieving Global Competitiveness through Presentations of Technological Advancements & Global Trends	16	40	5,0000
					FaMO and PPDO 2018 Planning and Team Building Activity	24		

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6	Michael Jan Gabilo	Autodesk Revit Architecture Training	5	5,0000	Civil Engineering: Achieving Global Competitiveness through Presentations of Technological Advancements & Global Trends	16	40	5,0000
		Geographic Information System CPD Seminar	24		FaMO and PPDO 2018 Planning and Team Building Activity	24		
		QAR (Quarterly Accomplishment Report) Training	4					
7	John Tadeja	Autodesk Revit MEP Training	30	5,0000	Civil Engineering: Achieving Global Competitiveness through Presentations of Technological Advancements & Global Trends	16	40	5,0000
					FaMO and PPDO 2018 Planning and Team Building Activity	24		
8	Francisca Viscaya		2	1,0000	Anti-Sexual Harassment Act	8	40	5,0000
					2017 Health and Wellness Seminar	8		
					FaMO and PPDO 2018 Planning and Team Building Activity	24		
9	Eugene A. Jaraplasan	Newly hired employee			FaMO and PPDO 2018 Planning and Team Building Activity	24	40	
					QMS Internal Quality Audit Seminar-Workshop	16		
10	Thea Marie F. Gegajo	Newly hired employee			FaMO and PPDO 2018 Planning and Team Building Activity	24	24	2,615.30