

**ASSESSMENT ON THE EMPLOYEE JOB PERFORMANCE OF THE
COMMUNITY ENVIRONMENT AND NATURAL RESOURCES OFFICE,
ILIGAN CITY**

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ABSTRACT

The present study an overview of job performance in CENRO. It includes a definition of Job Performance and tend to influence the level of job performance of their respective work. Performance evaluation is a necessary and beneficial process, which provides annual feedback to staff members about job effectiveness and career guidance. Appraisal is an important instrument in the manpower management, if it is performed correctly and logically, it can conduct the organizations to their goal and the personnel will achieve their interests. In this paper we study the effects of performance appraisal result s on the employees' Job motivation in Hamden's health centers. For studying the research 395 samples was selected by chance.

Key words: *Assessment, employee job performance, community environment, natural resources office*

A. BACKGROUND OF THE STUDY

The human factor is difficult to fully understand and interpret, let alone forecast. Prognosticating, therefore, in human resources management particularly, in a developing country like the Philippines where social, political and economic forces are quite tenuous, if not, electrifying, carries with it great risks. In the Philippines, human resources managers are tasked to assist in the general management Filipino organizations. In fact, with the present political and economic conditions in the Philippines, the redeeming factor that will save the country is its human resources which, in spite of the national turmoil, are still rich, able and resilient. On this score, economists agree that manpower is the most abundant resource, support and recognition from management.

Work organizations cannot afford to turn back the hands of the clock and will not do so unless a catastrophic political crisis paralyzes their functions. In the human resources area, we have reached a point of no return. Development is the by-word. However, obstacles will put to an acid test the sincerity of management to promote humanness in its programs.

Sizzling issues that have become irritants will continue to hammer ponderously as challenges for leadership. Human resources managers will receive their quarry to the extent that they can objectively seize up on the pros and cons of these baffling issues. One of the issues in Human resources management is that how can the human resources manager be co-opted efficiently and effectively to assist in the achievement of organization objectives and to align individual and organizational goals (Martires, 1999).

This study was focused on the respondent's assessment of the general job performance of their co-employees in terms of the following indicators: quality of work done, quantity of work done, timeliness of doing the work, absenteeism and tardiness, policy/ rule compliance, creativity, personal appearance, relationship with peers, and relationship with supervisors. Moreover, the study also looked into the problems perceived by the employee respondents related to their job performance because by assessing their performance indicators, we can identify the level of their job performance through interpreting the data we have gathered to the random CENRO employees.

The purpose of this study is to assess the employee job performance of the Community Environment and Natural Resources in Iligan City. This study focuses mainly on answering the following research questions: What is the assessment of the employee respondents on the general job performance of their co-employees in terms of the following indicators: a. Quality of work done; b. Quantity of work done; c. Timeliness of doing the work; d. Absenteeism and tardiness; f. Policy/ Rule Compliance; g. Creativity; h. Personal appearance; i. Relationship with peers; and j. Relationship with Supervisors. What are the problems perceived by the employee respondents related to job performance?

B. THEORETICAL FRAMEWORK

This study is anchored on several theories related to job performance such as Don Elger Theory of Performance. This theory of performance relates the foundational concepts to form framework that can be used to explain job

performance as well as performance improvements. It has been said that current level of job performance depends hostically on context, level of knowledge and levels of skills. Don Elger (1998).

According Sonnentag (2005), the individual job performance in organizations need highly performing individuals in order to meet their goals, to deliver the products and services they specialized in, and finally to achieve competitive advantage. Performance is also important for the individual. Accomplishing tasks and performing at high level can be a source of satisfaction. Low performance and not achieving the goals might be experienced as dissatisfying.

Several commonly-studied constructs have been proposed to cause both job satisfaction and job performance outcomes. These constructs are organized into three general categories: (a) personality constructs, (b) job and role characteristics, and (c) cognitive ability. These antecedents will be discussed below, along with the theoretical mechanisms generally thought to explain their effects on job attitudes and behaviour. Earlier studies demonstrated that a statistically significant relationship between job satisfaction and performance became non-significant when controlling for a third variable (Brown and Peterson, 1993).

Furthermore, Wiggins & Trapnell, (1996), their importance is justified in Darwinian terms: people who cannot get along with others and who lack status and power have reduced opportunities for reproductive success. Socioanalytic theory specifies that personality should be defined from the perspectives of the actor and the observer. Personality from the actor's view is a person's identity, which is defined in terms of the strategies a person uses to pursue acceptance and status; identity controls an actor's social behavior. Personality from the observers' view is a person's reputation, and it is defined in terms of trait evaluations-conforming, helpful, talkative, competitive, calm, curious, and so forth. Reputation reflects the observer's view of an actor's characteristics ways of behaving in public.

C. POPULATION AND SAMPLE

The total population include all the officials and employees of CENRO, Iligan City. The CENRO employees are a total of 63 and there are 30 employees on field while 33 employees work in the office. The researchers focused of the Thirty Two (32) Respondents only and randomly selected which will be purposively selected as the sample respondents of the study.

D. FINDINGS, INTERPRETATION AND ANALYSIS

Socio-Economic and Administrative Profile of CENRO Respondents:

In this part of the study, the finding regarding the socio-economic and administrative profile of the respondents such as age, gender, civil status, educational attainment, income, length of service and job level are presented and analyzed.

Discloses that a big majority of the 32 respondents are males (26 or 81.8%) while only six (18.8%) respondents are females. This implies that male employees have dominated the office.

Respondent's Assessment on the General Job Performance:

For this part of the study, the findings concerning the respondent's assessment on the general job performance of their officials and co-employees are presented, discussed, analysed and interpreted based on certain criteria such as quality of work done, quantity of work done, timeliness of the work, rule compliance, absenteeism and tardiness, creativity, personal appearance, relationship with peers, and relationship with supervisors.

In terms of the quality of work done as measured by two statement indicators, it is found by the study that majority of the respondents answered "always" ranging from statement 2 "My co-employees have contributed in the attainment of our organization goal" (18 or 56.3%) to statement 1 "My co-employees usually perform their job based on certain standard" (20 or 62.5%). This implies that majority of the employee respondents believe that employees at Iligan CENRO are performing their jobs well which contribute toward the attainment of the organizational goals.

The findings suggest that majority of the employee respondents believe that in general; employees of CENRO Iligan perform their jobs effectively and efficiently.

For the timeliness of the work as indicator of employee job performance, it is disclosed in Table 10 that a slight majority (18 or 56.3%) of the respondents answered "often" for statement indicator 1 "My co-employees finish their tasks on time" while one-half (16 or 50%) of the respondents answered "always" for statement indicator 2 "My co-employees are not concerned about the importance of time in their jobs performing". However, more than one-third (12 or 37.5%) of the respondents answered "always" for statement 1. The findings imply that many of the employees are conscious about the importance of time while some of them are not.

This means to say that the employees of CENRO Iligan are law abiding citizen through their full compliance with existing civil service rules and regulations. In fact, only very few of them violated the civil service law for the sake of serving the public.

When the respondents were asked regarding their assessment of creativity as an indicator of employee job performance, the data in Table 13 disclose that for statement 1 "My co-employees are dynamic and flexible in performing their jobs", more than half (17 or 53.1%) of the respondents said "often" while 15 (46.9%) respondents answered "always".

The above mentioned findings imply that many of the employees of CENRO Iligan are dynamic and flexible which also mean that they are not against change.

The preceding findings imply that a big majority of the employee respondents believed that CENRO Iligan employees in general, have observed the proper dress code inside the office although some of them still feel free to wear the dress they feel comfortable.

In as far as the relationship with peers as another indicator of employee job performance, Table 15 indicates that more than half (17 or 53.1%) of the respondents answered "always" and 14 (43.8%) respondents answered "often" for

statement indicator 1 “My co-employees have strong teamwork”. On the other hand, for statement indicator 2 “My co-employees recognize the importance of inter-group relationships”, one-half (16 or 50%) of the respondents said “always” while less than half (15 or 46.9%) of the respondents answered “often”.

The study findings suggest that the employees of CENRO Iligan as a whole demonstrate strong teamwork. In other words, they recognize the fact that unity and solidarity is necessary in achieving the goals of their organization.

The findings suggest that the employees feel happy and comfortable with the leadership styles adopted by their supervisors and that they have strong trust and confidence in the capability of their supervisors in attaining organizational goals.

On the other hand, four indicators (timeliness of the work done, absenteeism and tardiness, creativity and personal appearance) have weighted means ranging from 3.40 to 4.09 verbally interpreted as “often”.

Summary of Findings

This study was primarily focused on the assessment on the employee job performance of the Iligan Community Environment and Natural Resources Office (CENRO). More specifically, the study sought to answer the following questions: 1.) What is the socio-economic and administrative characteristics of the respondents in terms of: age, gender, civil status, educational attainment, income, length of service, and job level/ position; 2.) What is the assessment of the employee respondents on the general job performance of their co-employees in terms of the following indicators: quality of work done, quantity of work done, timeliness of doing the work, absenteeism and tardiness, policy/ rule compliance, creativity, personal appearance, relationship with peers, and relationship with supervisors; 3.) What are the problems perceived by the employee respondents related to job performance.

In terms of methodology, the instrument for data collection was a structured survey questionnaire administered among the 32 employee respondents of Iligan CENRO. Frequency and percentage analysis was also used in the presentation and analysis of the findings.

In terms of the respondent’s assessment on job performance of their co-employees or the employees in general, the study findings showed that almost all the 9 statement indicators of job performance, namely: quality of work done, quantity of work done, timeliness of work, rule compliance, absenteeism and tardiness, creativity, personal appearance, relationship with peers and relationship with supervisors, were perceived by the employee respondents of Iligan CENRO as either always or often positively practiced or adopted.

Major Findings

For the socio-economic and administrative profile of the respondents, majority of the respondents who were male were bachelor degree holders. Most of the employees of CENRO were always perform their job based on a certain standard and always contributed in the attainment of the organization goals. The CENRO employees were always have a strong teamwork and always recognize the importance of inter-group relationships. CENRO employees were always satisfied with the leadership style of their supervisor and always encouraged in

building trust of working together with their supervisor. As to the problems encountered there was a negative behavior in terms of rule compliance like the office policies that they are not afraid of being late and absences. Most of the employees usually resist change in the organization for new strategies and improvement.

In addition, there were a large of respondents who always have a good relationship with their peers and supervisors. Some of the respondents were often have Timeliness, Creativity, Personal Appearance and often in Absenteeism and Tardiness, but they are always satisfied with the leadership style of their supervisor and always encouraged in building trust of working together with their supervisor.

E. CLOSING

Conclusion

As presented in the results, it shows that the employees of CENRO majority of them are performing their job well and they usually complete the tasks assigned to them and normally report to the office on time and they have a strong teamwork relationship between subordinates and supervisor. In line with this, some of the employees engaged in overtime specially when the deadline is approaching. But according to gathered data there are still some employees who are unproductive behavior in the office because they violate the existing laws or rules and regulations such as they are not afraid incoming to the office late.

There is need to improve their creativity skills in doing job, and to be aware of the rules and regulations like a punctuality in the office because absenteeism and tardiness burden other employees and the agency, because policy is policy in the office and the personal appearance or professional is important when employees work with the clients.

Recommendation

In response to the research problem and the study findings, the following recommendations must be implemented.

1. The Iligan CENRO should continuously implement a sound and effective human resources development program which includes, among others, the promotion and development of good governance practices.
2. The merit system should be applied as the general rule in the management of Iligan CENRO so that negative factors such as nepotism and partisan politics can be neutralized if not eliminated. It is significant to mention that the Philippine bureaucracy is corrupt-ridden especially at the regional and local levels, hence, urgent administrative reforms is necessary.
3. The top management of Iligan CENRO should strengthen and upgrade the capability or competency of its officials and employees by conducting on-the job training program or by sending their employees to relevant training programs.

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