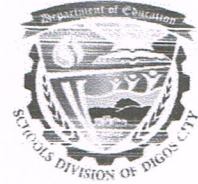




Republic of the Philippines
DEPARTMENT of EDUCATION
REGION XI
Schools Division of Digos City
City of Digos



June 15, 2016

DIVISION MEMORANDUM
NO. 295, s.2016

**PRIME HRM: NEEDS ASSESSMENT QUESTIONNAIRE (NAQ) & INDIVIDUAL
DEVELOPMENT PLAN (IDP) TEMPLATES**

To: Division Chiefs
Public Schools District Supervisors
Education Program Supervisors
SGOD Personnel
SDO Unit Heads
Public Elementary School Heads
Public Secondary School Heads (Annexes & Extension Classes)
Department Heads (DiCNHS)
SHS-OIC

1. Needs Assessment Questionnaire (NAQ) and Individual Development Plan (IDP) are two of the important documents that Civil Service Commission required for Maturity Level- Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM).
2. This office encourages all the districts, schools and offices to conduct orientation regarding these templates. In addition, it is expected that on August 22-31, 2016 these two templates will already be filled-in and submitted to Human Resource Development Division, attention: Mr. Ronald B. Dedace, EPS II-HRD.
3. Attached hereto are samples of NAQ and IDP for your reference.
4. For information, guidance and immediate dissemination.

DepEd Schools Division of Digo:

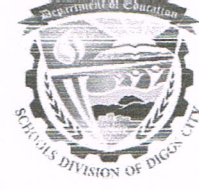
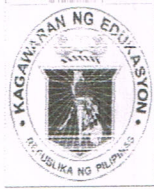
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Date: JUN 15 2016 Time: 12:53 PM
By: f

For and in the absence of

DEE D. SILVA, DPA, CESO VI
Schools Division Superintendent

Sollie B. Oliver
SOLLIE B. OLIVER c/n/c
Education Program Supervisor
Officer-In-Charge

RBD-HRD



Needs Assessment Questionnaire

To the Respondent:

This Assessment is intended to find out your learning and development needs to become more effective in your performance of current as well as future responsibilities. Please respond to all questions honestly. Your answers will be treated with utmost confidently.

PART I: Personal Data

Name: JUAN DELA CRUZ

School/Office: DIGOS CITY DIVISION

Position/Designation: ADMINISTRATIVE AIDE II

Gender: MALE

Educational Attainment: Post-Graduate Degree
 College Level

Bachelors Degree
 High School Graduate

Number of Years in Present Position:

above 10 years 6-10 years

1-5 years
 less than 1 year

PART II: Work Performance

What would you say about your current job performance? Indicate your views on the scale given.

	Very Good	Good	Average	Fair	Poor
1. Quality of work performance			√		
2. Competence to carry out the job			√		
	Highly Satisfied	Satisfied	To Some Extent	Very Little	Not at All
3. Are you satisfied with your current performance?		√			

4. In the work environment, do you face any problem/needs that affect your work?

Yes No

5. If yes, please specify: *How to manage customers with different aspirations, motivations and reasons.*

PART III. Knowledge and Skills

What would you say about your knowledge and skills in your current job in terms of the following:

	Very Good	Good	Average	Fair	Poor
1. Writing Effectively			√		
2. Speaking Effectively			√		
3. Management Information			√		
4. Customer Service				√	
5. Records Management			√		

What new knowledge and/or skills would you need to further improve your current performance?

The new knowledge and skills I would need to further improve in my current performance is how to treat the needs of the customers to achieve a higher level of customer satisfaction and a more enjoyable working experience. Develop my interpersonal skills and learning more about communication.

What knowledge and/or skills would you consider useful for your continued personal and professional development?

The knowledge and skills I would consider useful in continued personal and professional development is the management of information through the delivery of information to the right people at the right time.

Thank you!



INDIVIDUAL DEVELOPMENT PLAN (IDP)

This plan of action made by the employee himself/herself with a purpose of developing oneself in an area that needs to be acquired or further enhanced to enable him/her to improve performance in the workplace, thus increasing his/her own productivity and that of the work unit to which the employee belongs. In addition, this plan is intended to find out your learning and development needs to become more effective in your performance of current as well as future responsibilities. Your responses are significant to the success of this endeavor and will be treated with utmost confidentiality.

Name of Employee: _____
Position/Designation: _____
School/Division: _____

Evaluator: _____
Position/Designation: _____

DATE (date when it is accomplished)	AIM (general purpose)	OBJECTIVES (specific actions to take to be able to realize aim)	TARGET DATE (specific date when aim is expected to be realized)	TASKS (specific actions on how and when the objectives can be realized)	OUTCOME (result of task)	REVIEW DATE (actual date when aim is evaluated to determine if already realized)	ACHIEVED DATE (actual date when aim is realized)	COMMENTS (employee's own assessment why the identified area is chosen to be acquired or enhanced)	NEXT STEP (what the employee needs to do after the review date {when aim is not achieved} or after the achieved date {when aim is achieved} has elapsed)
9-Jun-16	Improve Basic Customer Service.	1. To attend/participate short course/program like "Building Customer-Centricity in the Workplace".	Oct-16	<ol style="list-style-type: none"> Greeting clients and answering their queries Answering and sending phone calls Engaging a waiting guest until the supervisor arrives to the office Introducing a guest in a meeting. Making presentations with the use of Power Point Presentations slides 	<ol style="list-style-type: none"> Establish excellent rapport as frontline service providers with the public and maintain high performance standards in the delivery of public service. 	30-Sep-16	31-Oct-16	This area is chosen to be enhanced or acquired to promote excellence and high standards of performance and adherence to ethical standards in the public service.	If this aim is not achieved, there is a need for this office to secure competitive advantage through an effective and efficient Basic Customer Service.

Prepared by:
JUAN DELA CRUZ
 Administrative Aide II
 Digos City Division

Date: _____

Reviewed by:
JOSEFA ESCODA
 Supervisor
 Digos City Division

Date: _____