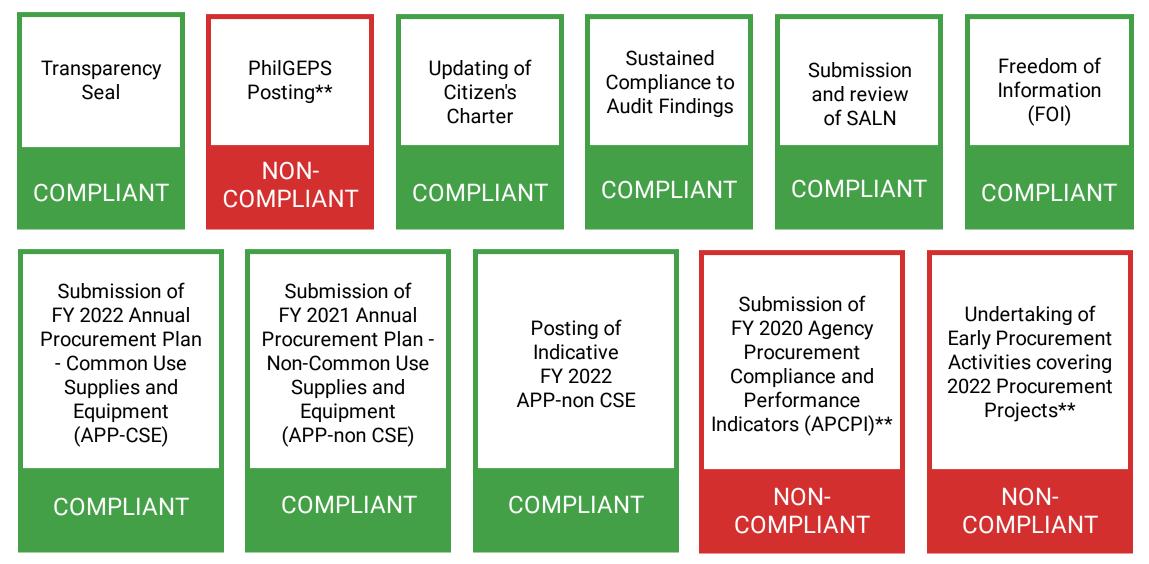
FY 2021 Performance-Based Bonus Scorecard

UNIVERSITY OF SOUTHERN MINDANAO

ELIGIBLE		<u></u>	Þ	<u></u>
Eligible personnel of USM are entitled to	PERFORMANCE RESULTS	PROCESS RESULTS	FINANCIAL RESULTS	CITIZEN/CLIENT SATISFACTION RESULTS
45.5% of monthly basic salary	No Submission of supporting documents*	Achieved ISO certification or its equivalent certification for all frontline services	Achieved an average of 42.57% Disbursements and Earmarked Income BUR*	Achieved a 4.01 overall satisfaction rating, with 100% resolution of #8888 complaints; did not receive complaints from the CCB platform
14 TOTAL SCORE	1 SCORE	5 score	3 score	5 score
70 TOTAL POINTS	5 POINTS	25 POINTS	15 POINTS	25 POINTS



Compliant in 8 out of 11 Agency Accountability Requirements



*The unit/s most responsible (including its head) for the criteria stated in Section 3.0 of MC 2021-1 with a performance rating of below 4 will be isolated from the grant of the FY 2021 PBB.

**The unit/s most responsible (including its head) for the non-compliance with the Agency Accountability Requirements provided in Section 5.0 of MC 2021-1 will be isolated from the grant of the FY 2021 PBB.



Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems