

Original Article

# The Level of Performance of the Employees in the Municipal Government of Catubig

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**Abstract** - This study attempted to determine the level of performance of the employees of the municipality of Catubig. The socio-demographic profile of the respondents in terms of age, sex, civil status, educational attainment, monthly income, length of service, and professional eligibility was the basis to anchor its statistical treatment of data, using frequency, percentages, mean, and chi-square was used to determine the significant relationship. This is a descriptive-correlational study based on the profile and level of work performance of the respondents. Data were derived from the questionnaires provided to the respondents as contained in the instrument, using scales and indicators correspondingly on the need of the study under consideration. The majority of the respondents belong to the aged range 35-39 years old, and the young aged range 20-24 years old. The majority, are male, married, others were single, and the least was a widow. The majority are college graduates, some obtained post-college graduate studies, only a few were high school level. The monthly income of the respondents was ₱14, 931 and above, and the lowest income was ₱9, 000-9, 649. The respondents have been working for 5-9 years; some have been working in their respective offices for 10-14 years. The latest was had been working only 1-4 years, and 4 or 9 percent was the longest term of office from 30 years old and above. Respondents-employees in the municipality of Catubig had passed the professional licensure examinations under RA 1080 in the field of Engineering, Professional Teacher Examination, Midwifery, and social work. Some had passed the Civil Service Professional and Sub-professional Examination. The other obtained the TESDA NC II skills trade test. However, there were 21 or 48 percent did not mention and indicated their professional eligibility. Only two positions were possessed with three employees, i.e., in the revenue collection clerk and utility worker and from municipal administrator down varies respectively. Most "often" they are open to correction, suggestions, and comments; they give trust and feels comfortable with co-employees and employer in the organization, and they face all types of work challenges. On the other hand, this "seldom" happened in terms of disrespect to clientele and other beneficiaries, negates the mission of the organization, and disregards opportunities of the

organizational activities. Thirty-four percent of the respondents had obtained an excellent performance; others are very satisfactory performance, satisfactory, fair, and poor work performance. The relationship between the respondent's profile and level of performance is significant in terms of age, sex, civil status, educational attainment, monthly income, length of service, and professional eligibility affecting the level of performance of the employees in the municipality of Catubig. In like manner, a problem encountered was significantly related in terms of age, sex, civil status, educational attainment, monthly income, length of service, and professional eligibility, affecting performance and the needs of the employees of the municipality of Catubig.

**Keywords** - Level of performance, Employees, Work challenges

## I. INTRODUCTION

Employees must know what they need to do to perform their jobs successfully. Expectations for employee performance are established in employee performance plans. Employee performance plans are all of the written or otherwise recorded performance elements that set forth expected performance. A plan must include all critical and non-critical elements and their performance standards. Performance elements tell employees what they have to do, and standards tell them how they will have to do it. Developing elements and standards that are understandable, measurable, attainable, fair, and challenging is vital to the effectiveness of the performance appraisal process.

Employees should perceive that the performance measurement is important; in many organizations, employees have been exposed to a variety of management fads that seemed to appear and then fade away as the next fad take its place. Employees need to know that management is serious and committed to measuring and improving performance.

Managing employees' performance every day is the key to an effective performance management system. Setting goals, making sure your expectations are clear, and providing frequent feedback helped people perform most effectively.



The ability to perform effectively in your job required that you have and understand a completed and up-to-date job description for your position and that you understand the job performance requirements and standards that you are expected to meet. Your supervisor should review your job description and performance requirements with you.

Effective and timely feedback addressing employee performance on elements and standards is an essential component of a successful performance management program. People need to know in a timely manner how they are doing, what is working, and what is not working.

Feedback can come from many different sources: managers, supervisors, measurement systems, peers, and customers, just to name a few. Using multiple sources of feedback, which is sometimes called 360-degree assessment or multi-rater appraisal, is done in a variety of ways, but most methods are computerized, and the raters are anonymous whether you need or want to use multi-rater appraisal depend on what you wanted to measure.

It is fundamentally, along with the above reasons, that this research is conducted to determine the level of performance of employees in the municipal government of Catubig, Northern Samar, and have an accurate knowledge if they are responsible and efficiently handling their activities.

## II. OBJECTIVES OF THE STUDY

This study aimed to know the level of performance of the employees in the Municipal Government of Catubig, Northern Samar.

Specifically, this study aimed to:

1. know the level of performance of the employees in the municipal government Catubig, Northern Samar.
2. find out the problems and needs encountered of the employees in the municipal government of Catubig, Northern Samar.

## III. METHODOLOGY

The respondents of this study are the Permanent employee's employees in the Municipal Government Catubig, Northern Samar.

This study employed the descriptive survey method of research using a survey questionnaire to gather the necessary data from the respondents.

This study utilized a survey questionnaire, which itself serves as a primary source of information from the identified respondents. The questionnaire is

consists of three (2) parts. First, tackle the level of performance of the employees. Second, problems and need that encountered by the employees in the Municipal Government of Catubig, Northern Samar. The first part and second part letter B of the instrument were just newly constructed and already tested by means of pre-testing in Catarman, Northern Samar. It is already tested and also improved by the present researcher.

The target respondents of the study were 79 employees of Municipal Government Catubig, Northern Samar, particularly the permanent employees.

Out of the total number of respondents, 44 of them were a sample that was selected through a simple random technique.

Simple statistical treatments like frequency, percentage, and mean were used in analyzing the data. The data gathered through the questionnaire would be tallied, tabulated, and analyzed using the frequency counts, percentages, and mean.

## IV. FINDINGS

The data in Table 1 show the mean distribution on the level of performance of the respondents. Out of 15 item indicators data shows that most "often" three highest mean scores 4.64 they are open to correction, suggestions, and comments; while the mean 4.48 indicates that they give trust and feels comfortable with co-employees and employer in the organization, and 4.39 indicates that the faces all types of work challenges. This implies that the respondents have a different level of perceptions with regards to their work regarding the level of performance in the office. It can be inferred that, some may have obtained excellent performance, and the rest may have poor performance as well. On the other hand, three items in the considered least mean score; however, this "seldom" happened on them, i.e., disrespects clientele and other beneficiaries, negates the mission of the organization, and disregards opportunities of the organizational activities. This implies that this kind of working relationship affecting employees seldom happened as they looked at it in their respective offices and workplace. It can also be inferred that on the basis of the indicators used in this study, most "often" they perform a very satisfying accomplishment.

As shown in Table 2a revealed the frequency distribution on the level of performance of the respondents. Data shows that 225 or 34 percent of the employees in the municipality of Catubig had obtained an excellent performance, 115 or 23 percent were very satisfactory performance, 129 or 20

percent satisfactory, 73 or 11 percent with fair work performance, and the rest 79 or 12 percent with poor performance.

This implies that a greater percentage of the respondent-employees were having "excellent performance" as compared to those who obtained "very satisfactory performance" as well as those with only satisfactory, fair, and poor performance. It can also be inferred that it is normal for a group of employees to work with varied performance levels for they are associated with their attitudes and values, as indicated in the data of this study.

Table 1a  
Frequency Distribution of the Level of Performance of the Respondents

Level of Performance	Frequency	Percent
Excellent	225	34
Very Satisfactory	115	23
Satisfactory	129	20
Fair	73	11
Poor	79	12
Total	661	100

\*Multiple Responses

Data in Table 2a show the mean distribution of the problem encountered by the respondents. Out of nineteen (19) items used indicators in this study, three highest frequency were identified, ranked 1 pertains to the lack of proper office equipment; ranked 2 refer to poor office facilities; and ranked 3 pertains to don't care attitude. The rest are herein shown in the ranked order in the table distribution.

Table 2b shows the frequency distribution on the need of the respondent-employees in the municipality of Catubig, Northern Samar. The two highest frequencies and were ranked 1 and 2, respectively, clearly refer to the provisions of giving incentives to the employees by the LGU and the conduct of a team-building seminar to enhance cooperation in the workplace. These are likewise followed by the other items with the same frequency in the areas of the provisions of giving reasonable and commensurate salary, career growth, and financial assistance on emergencies. This implies that the following items enumerated by the respondents were very common and really a factual basis in any agency, institution, and organization. It can also be inferred that the LGU has the opportunity to provide the needed benefits and welfare program for the employees in Catubig, Northern Samar.

## V. RECOMMENDATIONS

After going through with the analysis of the major findings, the following recommendations are offered:

1. Improved the level of work performance of employees to a great extent, not only 34 percent among the total population of the organization but perhaps higher than fifty percent.
2. The LGU management should provide greater attention to the proper procurement of equipment and supplies to enhance poor office facilities, study the work attitude of employees related to the don't care attitude.
3. Promotion should be anchored on merit and fitness mandated by the CSC ruling.
4. Requirement of employees uniform under the CSC ruling on dress code and should be sensitive on employees' needs.

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