

**PENANG GLOBAL TOURISM SDN BHD**

8B (First Floor), The Whiteaways Arcade

Lebuh Pantai

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EMPLOYEE PERFORMANCE EVALUATION

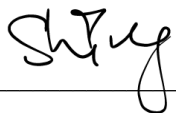
Name	Siti Sarah Sofiyah Bt Sheikh Zakir
Designation	Junior Executive
Department	Tourism Services
Period of Evaluation	15 September 2021 to August 2022 (Employment contract ends 14 September 2022)

Score

A	Work Knowledge and Ability	26
B	Work Performance	24
C	Work Habit	25
D	Work Attitude	25
E	Personal Attributes	25
Grand Total		125

Overall comments by evaluator (if any)

No comment.

Evaluator Signature : 

Name : Shirley Teh Shuet Li

Designation : Visitor Service

Date : 10.08.2022

	Factor	10 - 9 points	8 - 7 points	6 - 4 points	3 – 1 points	Score
A. WORK KNOWLEDGE AND ABILITY						
1	The Job	Thoroughly understands and fulfils all principal duties/KPIs of the job in excellent manner	Possesses required knowledge to fulfil all principal duties/KPIs of the job well	Has the knowledge of an average worker and fulfils all principal duties/KPIs of job satisfactory. Requires little guidance	Minimum knowledge of the job. Requires guidance	6
2	Understanding and critical ability	Exceptionally good in analysing and solving work problems	Good in analysing and coping with work problems	Can deal with routine work problems and cope with new problems	Needs assistance in solving work problems, otherwise unable to cope	6
3	Writing skills	Writes exceptionally well and written work is well presented	Capable in making his points in writing	Average writing skills	Cannot express himself clearly on paper	7
4	Oral expression	Very convincing and to the point	Puts his points across well	Expresses himself adequately	Poor in expressing himself	7
SUB TOTAL						26

B. WORK PERFORMANCE						
1	Quantity of work	Maintains unusually high workload	Usually does more than is expected	Does sufficient amount of work	Turns out inadequate workload	6
2	Quality of work	Consistently complete and thorough, rarely makes mistakes	Careful and seldom needs corrections	Work acceptable by maintaining a normal record of accuracy. Makes occasional mistakes	Careless and inconsistent in work. Needs checking	6
3	Work speed	Exceptionally fast	Above average	Average	Slow	6
4	Responsibility	Accepts all responsibilities and meets crisis well	Consistently tries to fulfil job responsibilities	Accepts but does not seek responsibilities	Avoids responsibility and tends to "pass the buck"	6
SUB TOTAL						24

	Factor	10 - 9 points	8 - 7 points	6 - 4 points	3 – 1 points	Score
C. WORK HABIT						
1	Initiative	Full of initiative, self-starter and makes practical suggestions	Usually works independently with little guidance	Requires normal amount of guidance	Always has to be directed.	6
2	Dependability	Reliable and requires no supervision	Usually can be depended upon with little supervision	Requires normal supervision	Requires considerable amount of supervision. Does not always follow directions	7
3	Perseverance	Sticks to the job until results are achieved	Does not give up easily	Normally sees job through	Tendency to give up easily	6
4	Orderliness	Always keeps work place well arranged	Work place seldom out of order	Requires little follow-up in maintaining place in order	Work place usually messy and not in proper order	6
SUB TOTAL						25

D. WORK ATTITUDE						
1	Interest	Has high interest in job. Shows great enthusiasm. Self-motivating and look for new responsibilities	Requires very little direction in new areas of responsibility	Carries out only the most obvious tasks without follow-up	Hardly any enthusiasm and interest in job	6
2	Attitude towards company policies	Understands and appreciates Company policies and their purposes	Accepts and adheres to Company policies willingly with little reminder	Accepts and adheres to Company policies but requires some reminding	Does not seem to accept and complains about Company policies	7
3	Attitude towards supervision	Appreciates guidance when offered	Willing to accept suggestions and constructive criticism	Accepts the normal supervision required of a job	Has difficulty in adapting to new methods or instructions	6

	Factor	10 - 9 points	8 - 7 points	6 - 4 points	3 – 1 points	Score
4	Attitude towards colleagues	Goes out of his way to be cooperative, helpful, friendly and courteous to colleagues	Usually cooperative, friendly and courteous	Extends normal cooperation, friendliness and courtesy	Relations with others not too good. Occasionally quarrelsome	6
SUB TOTAL						25

E. PERSONAL ATTRIBUTES						
1	Leadership	Excellent ability to lead and inspires staff to high performance	Able to handle staff effectively, can inspire staff or colleagues, to a good extent	Leadership is adequate, can inspire staff satisfactorily	Has difficulty in motivating staff.	6
2	Problem solving & decision making	Highly perceptive & analytical. Gets to the root-cause and make far sighted decision.	Has good perception of problems & makes good decision.	Tends to look at problems superficially and only partially solves problems	Indecisive	6
3	Development of subordinates	Takes personal interest in progress of subordinate. Always spends time to guide and counsel them.	Is fairly enthusiastic about developing subordinates. Makes frequent efforts to guide and counsel them.	Shows awareness of need to develop subordinates. Provides regular guidance and counsel.	Make no effort to develop subordinates.	6
4	Appearance (Personal grooming habits)	Outstanding and makes excellent Impression	Neat. Better than average impression	Presentable by average standards	Careless, unkempt	7
SUB TOTAL						25