



## CATHOLIC DIOCESE OF ROCKFORD EMPLOYEE PERFORMANCE APPRAISAL

Employee Name: \_\_\_\_\_

Position: \_\_\_\_\_

Supervisor: \_\_\_\_\_

Appraisal Period: \_\_\_\_\_

### EVALUATION OF PERFORMANCE FACTORS

(Evaluate employee on each factor and provide specific comments on performance to clarify ratings)

#### Job Knowledge

- 1 – Inadequate knowledge of job duties. Does not apply knowledge and skills.
- 2 – Needs additional knowledge and skill to fulfill requirements. Requires frequent direction to apply knowledge/skills properly
- 3 – Properly applies skills and knowledge of techniques, procedures, products and materials to perform job duties. Requires minimal supervisory assistance.
- 4 – Job knowledge and skill above average. Understands all phases of job.
- 5 – Seeks additional job knowledge and skills and applies such to the overall improvement of the department/area. Has the ability to manage most circumstances.

Comments:

#### Quality of Work

- 1 – Product or work performance is of poor quality. Errors are frequent.
- 2 – Work is incomplete and barely meets minimum standards. Requires frequent direction to improve quality. Recurrent errors.
- 3 – Work/product meets acceptable quality standards. Requires minimal direction. Usually accurate.
- 4 – Work is consistently high quality. Requires very little supervisory direction.
- 5 – Consistently thorough in carrying out all details of job and error free. Final product nearly perfect.

Comments:

## Quantity of Work

- 1 – Work output is inadequate to meet job requirements.
- 2 – Slow. Below average volume of work. Falls behind in meeting productivity standards.
- 3 – Volume of work is satisfactory. Output is sufficient to meet minimum job requirements.
- 4 – Very industrious. Does more than expected. Often exceeds deadlines or schedules.
- 5 – Regularly exceeds standards of productivity. Consistently willing to do additional work. May accomplish special projects.

Comments:

## Initiative

- 1 – Rarely shows any initiative. Is not a self-starter. Puts forth little effort to achieve goals.
- 2 – Requires some direction or prodding. Seldom performs other duties.
- 3 – A self-starter. Carries out job responsibilities and makes suggestions for improvement in work methods. May help others.
- 4 – Is progressive. Does additional work without direction when necessary. Consistently sets higher goals than expected.
- 5 – High level of energy. Sets and achieves goals. Constantly strives for new methods

Comments:

## Customer Service

- 1 – Blunt. Distant and aloof. Does not appear to care if others are satisfied. Rarely acts in way which promote courtesy or service. Makes little effort to sustain favorable image. May arouse customer anger.
- 2 – Occasionally acts in ways to promote good service. Sometimes lacks follow through. Sometimes makes inappropriate comments.
- 3 – Promotes a favorable image and manages most customer interactions appropriately. Approachable and accessible. Responds promptly to customer inquiries. Readily assists customer to provide good service. Gives priority to satisfying others.
- 4 – Frequently exceeds job responsibilities to satisfy customers. Is cheerful and friendly. Takes pride in demonstrating expertise in meeting or anticipating customer requests.
- 5 – Inspires others to be courteous and very pleasant. Excellent at establishing good will. Takes a pro-active approach in being a visionary and recognizing the needs of customers and providing creative solutions.

Comments:

## Innovation/Creativity

- 1 – Rarely has any new ideas. Does not make suggestions.
- 2 – Occasionally has new ideas. Sometimes requires prompting.
- 3 – Makes suggestions on a regular basis for improvements regarding immediate job responsibilities/work area.
- 4 – Very imaginative. Frequently suggests new methods and ideas for improvement for immediate work area and related departments which are often adapted.
- 5 – Extremely imaginative. Constantly seeking and suggesting new and better methods for immediate work area and entire organization. Ideas are frequently adapted by company.

Comments:

## Teamwork/Cooperation

- 1 - Disruptive and antagonistic in working with others. Does not appear to care whether cooperation is extended or not. Chronically complains or criticizes. Acts independently without respect to how actions affect others.
- 2 – Usually gets along well with others. Occasional conflict with supervisor and/or personnel. Often allows personal feelings to interfere with work and co-worker relationships. May have difficulty accepting constructive criticism. Sometimes make inappropriate comments.
- 3 – Works effectively as a team member. Responds well to supervision and direction. Accepts constructive criticism.
- 4 – Works well with others. Cheerful and friendly. Consistently contributes when deadlines are critical. Represents company/department favorably. Actions compliment efforts of other employees.
- 5 – Exceptional team player whose contributions to the group are significant. Seeks constructive criticism and uses in a positive manner. Inspires others through behavior.

Comments:

## Judgment/Decision Making

- 1 – Makes decision without basis. Neglects to take appropriate action. Does not make use of available information. Does not use common sense on the job.
- 2 – Occasional inability to make sound decisions. Sometimes makes hasty decision without using available information. Sometimes fails to seek assistance.
- 3 – Generally demonstrates logical thinking by making sound decisions after considering available facts.
- 4 – Sound judgment and common sense exercised. Often makes appropriate recommendations for solution of problems. Adequate decision in almost all situations.
- 5 – Displays exceptional ability to analyze and deal with a variety of situations that otherwise could be potential problems.

Comments:

## Communication

- 1 – Communication is poor and cannot be interpreted or understood clearly. Letters and reports contain frequent errors and pertinent information is not included. Does not listen to others.
- 2 – Has difficulty with expressing clear and concise thoughts in individual and/or group situations. Letters and reports sometimes require editing and rewriting. Often omits important information, making communication difficult to interpret. Tends to be a poor listener.
- 3 – Generally expresses ideas in a clear and concise manner with adequate coverage of material. Prepares and delivers effective presentations given adequate preparation and practice time. Listens well most of the time.
- 4 – Communications are effective in individual and group settings. Information is clear, concise, well organized and easy to understand. Covers all important elements. Listens well.
- 5 – Communications are very effective. Statements are very sound and credible and communicated in a manner which is understood very clearly. Communicates well in difficult situations. Uses the best method to communicate information based on audience and materials. Listens intently.

Comments:

## **SPECIFIC JOB RESPONSIBILITIES/STANDARDS**

(Utilize job description to evaluate performance of essential job functions)

Job Function 1. \_\_\_\_\_

\_\_\_\_ 1- Unacceptable      \_\_\_\_ 2 - Needs improvement      \_\_\_\_ 3 - Progressing Satisfactorily  
\_\_\_\_ 4 - Competent      \_\_\_\_ 5 - Exceeds Expectations

Explanation:

Job Function 2. \_\_\_\_\_

\_\_\_\_ 1- Unacceptable      \_\_\_\_ 2 - Needs improvement      \_\_\_\_ 3 - Progressing Satisfactorily  
\_\_\_\_ 4 - Competent      \_\_\_\_ 5 - Exceeds Expectations

Explanation:

Job Function 3. \_\_\_\_\_

\_\_\_\_ 1- Unacceptable      \_\_\_\_ 2 - Needs improvement      \_\_\_\_ 3 - Progressing Satisfactorily  
\_\_\_\_ 4 - Competent      \_\_\_\_ 5 - Exceeds Expectations

Explanation:

Job Function 4. \_\_\_\_\_

\_\_\_\_ 1- Unacceptable      \_\_\_\_ 2 - Needs improvement      \_\_\_\_ 3 - Progressing Satisfactorily  
\_\_\_\_ 4 - Competent      \_\_\_\_ 5 - Exceeds Expectations

Explanation:

Job Function 5. \_\_\_\_\_

\_\_\_\_ 1- Unacceptable      \_\_\_\_ 2 - Needs improvement      \_\_\_\_ 3 - Progressing Satisfactorily  
\_\_\_\_ 4 - Competent      \_\_\_\_ 5 - Exceeds Expectations

Explanation:



**SUPERVISORY AND EMPLOYEE COMMENTS**

**Supervisor Comments** – Supervisor comments on overall performance and highlights any specific areas as appropriate.

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**Employee Comments** – Employee enters any comments he/she wishes to make on performance appraisal and his/her performance.

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**OVERALL PERFORMANCE RATING**

TOTAL OF NUMERIC RATINGS ÷ NUMBER OF CATEGORIES RATED = OVERALL RATING

\_\_\_\_\_ ÷ \_\_\_\_\_ = \_\_\_\_\_

**SIGNATURES**

\_\_\_\_\_  
Employee Date

\_\_\_\_\_  
Supervisor Date

\_\_\_\_\_  
Manager Date



## **CATHOLIC DIOCESE OF ROCKFORD SELF APPRAISAL OF PERFORMANCE**

**Accomplishments** – Please comment on your performance since the last performance evaluation. Note progress on any goals and objectives set for you. Note any other accomplishments not established as goals.

**Goals** - Note the goals you would like to establish for the coming evaluation period.

**Suggestions for Job Improvement** - Note any changes you would like to see in your job duties or the way in which they are performed.

**Areas of Performance Improvement** - Note areas of performance where improvement is needed or desired.

**Additional training and experience** - Note areas in which you could use more experience and/or training.

**Other Comments** – Note any other comments you wish to make about your position or your performance.