



**CITY OF BROKEN ARROW  
PERFORMANCE EVALUATION**

Employee Name/Position/Title \_\_\_\_\_

Department Position/Class/Grade \_\_\_\_\_

Period Covered From/To \_\_\_\_\_

Rate employee on each factor by placing an "X" in the appropriate box. On each item, select the one description which best characterizes the employee.

**QUALITY OF WORK**

- 1. Work frequently contains an unacceptable percentage of errors or shows evidence of poor judgment.
- 2. Does not have quite enough concern about quality of work
- 3. Quality of work is satisfactory
- 4. Produces high quality of work. Seldom makes mistakes.
- 5. Produces exceptional, precise, neat and well organized work. Very rarely makes mistakes.

**DEGREE OF SUPERVISION REQUIRED**

- 1. Requires constant supervision or direction.
- 2. Goes to supervisor for help more often than necessary.
- 3. Acts on own activities that are usual to his work.
- 4. Requires very little direction or supervision.
- 5. Motivated to do his/her work on his/her own without supervision

**SERVING THE PUBLIC**

- 1. Shows little interest in meeting the needs of the public.
- 2. Is occasionally discourteous when working with the public.
- 3. Almost always courteous and effective when dealing with the public.
- 4. Is pleasant and helpful when dealing with the public.
- 5. Very courteous and effective when dealing with the public. Goes far beyond the call of duty to serve the public.

**COOPERATION AND ATTITUDE**

- 1. Completely selfish. Can't work with others. Hard to handle. Very argumentative.
- 2. Often complains about work assignments. Reluctant to cooperate. Frequently does not work well with others.
- 3. Works willingly with others. Seldom complains about work assigned.
- 4. Rarely complains about work assigned. Easy to get along with.
- 5. Extremely cooperative. An excellent influence on others. Always gets along well and is willing to work with others.

## ATTENDANCE AND PUNCTUALITY

- 1. Unreliable. Cannot be counted on to show up for work or show up on time.
- 2. Not always reliable. Frequently tardy or absent. Abuses leaves or breaks. Work often not finished on time.
- 3. Regularly punctual and present for work. Satisfied reliability requirements of the job. Completes work on time.
- 4. More conscientious than the average worker. Rarely late in completing work. Rarely tardy or absent.
- 5. Always reliable. Always completes work on time. Excellent attendance, except for major illnesses. Always punctual.

## JUDGMENT

- 1. Very erratic in his/her ability to reach logical conclusions or refuses to make decisions when they should be made.
- 2. Has difficulty analyzing facts to arrive at sound conclusions. Bad decisions sometimes made because of poor judgment.
- 3. Generally uses good judgment while arriving at correct decisions. Tends to be logical in his/her approach to problems.
- 4. Usually makes correct decisions on complex problems. Never avoids making a decision when needed.
- 5. Always makes correct decisions even on complicated problems. Always gathers the best information to make decisions.

## MOTIVATION

- 1. Frequently shirks duties and responsibilities. Extremely lacking in motivation.
- 2. Contributes little. Somewhat lacking in drive. Little motivation.
- 3. Accepts and discharges delegated duties willingly. Acceptable motivation.
- 4. Assumes additional duties beyond grade level. Easily motivated.
- 5. A "self starter" who generates work and takes on more and more responsibility. Excellent team worker.

## RESOURCEFULNESS

- 1. Has considerable difficulty in dealing with anything out of the ordinary routine.
- 2. Tends to rely on someone else when problems arise.
- 3. Has no trouble dealing with usual problems that arise in the course of work.
- 4. Can figure out how to handle all but the most difficult problems with which he/she is confronted.
- 5. Rarely stumped by any problem in his/her area of responsibility.

## PERSISTENCE

- 1. Fails to finish work he/she has started.
- 2. Has a tendency to give up if things don't go right.
- 3. Can be depended on to follow through on jobs.
- 4. Makes very good attempts in trying to do the work in spite of difficulties.
- 5. Will not give up and gets work done even in the face of overwhelming obstacles.

## JOB KNOWLEDGE

- 1. Can't do easy parts of the job without asking for help. Usually has trouble doing some parts of the job.
- 2. Often has to ask supervisor or co-workers about how to do even simple job duties.
- 3. Knows the job enough to do routine duties. Seeks help before handling harder parts of the job.
- 4. Good knowledge of job and understanding of its relationship to other jobs. Seldom needs to ask supervisor how to do a job.
- 5. Exceptionally broad and detailed knowledge of the job and its relationship to other jobs.

**SAFETY**

- 1. Often violates safety rules and is frequently involved in accidents. Does not wear required safety equipment. Takes risks.
- 2. Sometimes violates safety rules and is occasionally involved in accidents. At times does not wear required safety equipment.
- 3. Wears the safety equipment required on the job. Follows safety rules and safe work procedures. Seldom has accidents.
- 4. Wears safety equipment required on the job. Does a good job of following safety procedures. Rarely involved in accidents.
- 5. Always wears safety equipment required on the job. Encourages others to respect safety requirements.

**PERSONAL INTERESTS**

- 1. Puts his/her own interests first; frequently to the detriment of his/her work.
- 2. Has a tendency to waste working time tending to things of personal concern.
- 3. Occasionally allows personal and outside interests to enter the work situation.
- 4. Usually pushes personal interests aside and concentrates entirely on his/her work.
- 5. Will disregard his/her personal interests, if necessary, for the accomplishment of the work.

**USE OF EQUIPMENT/MATERIALS**

- 1. Often abuses equipment. Frequently fails to do simple maintenance. Does not report equipment problems. Wastes materials. Almost always fails to meet minimum standards of uniform.
- 2. Occasionally abuses equipment and sometimes wastes materials. Occasionally violates minimum standards established for uniform dress.
- 3. Does an acceptable job using equipment and materials. Uniform and dress meet minimum standards.
- 4. Does a good job in using and maintaining equipment. Reports problems with equipment. Seldom wastes materials. Usually exceeds standards established for uniforms.
- 5. Does an exceptionally good job in using materials and equipment, and maintaining equipment. Goes out of the way to take special care of equipment and uniform. Is always neat and far exceeds standards established for uniforms.

Compute an overall rating for employee by totaling the numerical value opposite each item (factor) and divide by the number of factors used to evaluate the employee. The rating is determined as follows:

- 4.50 - 5.00 - Superior
- 4.00 - 4.49 - Excellent
- 3.25 - 3.99 - Good
- 3.00 - 3.24 - Satisfactory
- 2.75 - 2.99 - Improvement Needed (Unsatisfactory)
- 2.74 - below - Unsatisfactory

Rating Total: \_\_\_\_\_

Employee's Rating of Self: \_\_\_\_\_

Employee Rated: The preceding evaluation has been reviewed by me and discussed with my supervisor and I (do) (do not) concur with the rating. Comments:

Employee Signature/Date: \_\_\_\_\_

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

Department Head Signature: \_\_\_\_\_