Part IV: Exhibits

Exhibit 7.3-2: Sample of Support staff appraisal forms

Performance Agreement Form and Achievement Evaluation Form

University Staff, Operational Level, Behavioral Science Research Institute, Srinakharinwirot University

(   ) **First assessment** From August 1, 2018 to January 31, 2019   (   ) **Second assessment** From February 1, 2019 to July 31, 21019

Name (Mr./Mrs./Miss) _____ Position_____ Department _____ Director Behavioral Science Research Institute

Supervisor (Mr./Mrs./Miss) _____ Position _____

Working duration (   ) less than (   ) 1- 10 years (   ) more than 10 years

Type of workload (70%)	Indicators	percentage (A)	Percentage of agreed workload	Performance score according to KPI																									Mean of each item = (1+2+3+4+5 number of item) (B)	weighted mean (AxB/25)
				Quantity(1)					Quality (2)					Time (3)					Worthiness (4)					Satisfaction (5)						
				1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5		
1.Work in responsibility (main workload) (50 percent)	1. Term of Reference (TOR), specify the workload in responsibility (main topics)	30																												
	1.1..																													
	1.2..																													
	2 Preparation of work procedures / reducing work procedures	5																												
	3. Customer satisfaction score level	5																												
	4. Working attendance	5																												
	5. Participation in academic services	5																												

Type of workload (70%)	Percentage (A)	Percentage of agreed workload	Performance score according to KPI(B)	Weighted mean (AxB/5)
Central workload(10%)				
6. Participation in administration (office level / faculty level)	5			
7. Participation in arts and cultural perservation / student affairs	5			
Workload according to strategy / vision (10%)				
8. Quality accreditation and quality assurance	5			
9. Health literacy	5			
Total	70 percent	70 percent		

Sign for acknowledgement of the assessment criteria and the Sign for performance asseement

Name …………………………………………………Staff

    (   )

(Date…………/……………/……………)

Name …………………………………………………Staff

    (   )

(Date …………/……………/……………)

Name …………………………………………………Assessor

    (   )

Position

(Date …………/……………/……………)

Name …………………………………………………Assessor

    (   )

Position

(Date …………/……………/……………)

Competency Assessment

1 Core competency; University（10%）

(　　) Expected level of proficiency level 5 (All indicators)

(　　) Expected level of proficiency level 4 (All indicators) **Office Director

(　　) Expected level of proficiency level 3 (All indicators) **Supervisor level

(　　) Expected level of proficiency level 2 (All indicators) **Operational level, working duration of more than 10 years

(　　) Expected level of proficiency operational level/new staff (working duration less than 1 year) level 1 **Operational level less than 1 year and working duration of 1-10 years (All indicators)

Core competency	Definitions	First assessment		Second assessment		Mean (Total score)
		Agreement of expected level of proficiency of each position	Resutls	Agreement of expected level of proficiency of each position	Resutls	
1) S: Social Responsibility	Paying attention and being commited to work and having self-responsibility and responsibility at work, duties of the university staff, concerning about the benefits of the university and the public, promote and support the work of the university to meet the needs of society and communicate and serve society					
2) W : Work Smart	Having responsibility for the job with creative thinking, enthusiasm, knowledge, systematic planning, developing work processes, improving work, completing work on time, quality work, appropriately allocating time, seeking opportunities for self-improvement, knowing management or time-management					
3) U: Unity	Understanding roles and duties as a member of the team participating in working, honoring, giving cooperation in solving problems and exchanging experiences and opinions with team members					
4) C : Creativity	Having creative ability to present new ideas for improvement and development, work efficiency at the individual level, at the organizational level and at the university level					
5) M : Morals	Having morality, ethics, honesty and working with transparency, having self-discipline, adhering to morality and ethics in the profession and being faithful and reliable					
หมายเหตุ	Average score of core competency（10%） = The sum of the core competency assessment's score x 10 　　　The sum of expected proficiency' s score	Average score of core competency		Average score of core		

2. Functional competency: 20%

(   )   Expected level of proficiency level 5 (All indicators)

(   ) Expected level of proficiency level 4 (All indicators) **Office Director

(   )   Expected level of proficiency level 3 (All indicators) **Supervisor level

(   )   Expected level of proficiency level 2 (All indicators) **Operational level, working duration of more than 10 years

(   )   Expected level of proficiency operational level/new staff (working duration less than 1 year) level 1 (All indicators)

Functional competency	Definitions	First assessment		Second assessment	
		Agreement of expected level of proficiency of each position	Resutls	Agreement of expected level of proficiency of each position	Resutls
1) Analytic Thinking	Understanding the situations, describing the issues, problems and situations by separating the information received into sub-issues or defining the framework, main issues by connecting relationships of each part systematically in order to get a conclusion on the work that is efficient and successful				
2) Engagement	Consciousness or intention to express behavior that meets the needs and goals of the organization concerning about the benefits of the organization rather than personal benefits				
3) Flexibility	The ability to adapt and perform effectively in various situations and groups of people including accepting different opinions and changes the approacheswhen the situation changes				
4) Concern for Order	Reducing defects that may be caused by the environment,being able to plan, monitor work and analyze problems and obstacles that may arise and develop a data verification system for the accuracy of the working process				
5) Service mind	Intention and effort of staff in providing services to meet the needs of university staff, civil servants, pensioners, employees and general people				