



State of Connecticut Human Resources  
**Employee Service Rating**  
**Administrative and Residual (P5) Union**

Form #: PER-127  
 Revision Date: 3/2022

INSTRUCTIONS: Read instructions on reverse side carefully before completing this report.

**TO: Human Resources Business Center, Dept. of Administrative Services, 450 Columbus Boulevard, Hartford, CT 06103**

TYPE OF SERVICE RATING

INITIAL PROBATIONARY       ANNUAL       PROMOTIONAL       OTHER (Specify)

EMPLOYEE NAME	CLASS TITLE			
DEPARTMENT OR INSTITUTION	PERIOD COVERED	FROM	TO	AI DATE

EXCELLENT = Distinctly and consistently outstanding. SUPERIOR = Definitely above the norm. SATISFACTORY = Meets basic requirements FAIR = Need for improvement. UNSATISFACTORY = Definitely inadequate.

NOTE: Written explanations are required for ratings of "Less than Good" and they are recommended for ratings of "Excellent".

FACTORS	Good or Better			Less Than Good	
	EXCELLENT	SUPERIOR	SATISFACTORY	FAIR	UNSATISFACTORY
Evaluate the employee on the job now being performed based on the report period. Check (x) the rating category which most nearly describes your overall judgment for each of the job factors					
<b>QUALITY OF WORK:</b> Thoroughness, accuracy and appearance of work, regardless of volume.					
<b>QUANTITY OF WORK:</b> The amount of work produced under normal conditions, disregarding errors, and giving full consideration to contributions in all official areas.					
<b>DEPENDABILITY:</b> The ability to do assigned tasks on schedule under normal circumstances with a minimum of supervision. Unauthorized absence should be considered as it affects dependability.					
<b>ABILITY TO DEAL WITH PEOPLE:</b> Relationships with staff and the public; cooperativeness.					
<b>SUPERVISORY ABILITY:</b> (if applicable) The ability to delegate authority and accomplish assigned tasks through subordinates.					

<b>RATED BY:</b>	SIGNATURE	TITLE	DATE	"Less Than Good" service rating must include a recommendation regarding the annual increment and should result in counseling of the employee.  <input type="checkbox"/> Award A.I. <input type="checkbox"/> Deny A.I.
<b>REVIEWED BY:</b>	SIGNATURE	TITLE	DATE	
<b>APPOINTING AUTHORITY OR AUTHORIZED REPRESENTATIVE:</b>	SIGNATURE	TITLE	DATE	
<b>EMPLOYEE:</b>	SIGNATURE	TITLE	DATE	

**NOTE TO EMPLOYEE:** Your signature confirms that you have seen this report and discussed it with your supervisor. It does not indicate your agreement with or approval of the rating. The supervisor must give the employee a copy of the rating at the time the employee signs it. Should any subsequent change be made, all copies must be revised, and the change must be initialed by the employee.

## GENERAL INSTRUCTIONS

### **I. When To File a Service Rating** - A Service Rating Report is to be filed at the following times:

- A. During any working test period, either promotional or original, the quality of service of any employee shall be reported as either “Good or Better” for satisfactory or better performance and the form shall be on file in the office of the appointing authority not more than six nor less than two weeks prior to the termination of the period; or “less than good” performance, and the report shall be approved by the appointing authority and filed with the Commissioner of Administrative Services; an unsatisfactory service rating of an employee serving a working test period necessitates his/her release or demotion to a class in which he/she has prior status not later than upon termination of the working test period.
- B. When the performance of an employee with permanent status has been “Less than Good”; if the reviewer recommends precluding the annual salary increase, the report shall be approved by the appointing authority and filed with the Commissioner of Administrative Services prior to the employee’s increase date.
- C. When the appointing authority wishes to amend a previously submitted Fair or “Less Than Good” service report due to marked improvement in an employee’s performance, such report shall be filed with the Office of the Commissioner of the Department of Administrative Services not later than two weeks prior to the increase date, and it shall have precedence over previous reports and shall restore the annual increase.
- D. Annually for each permanent employee, said annual rating is to be filed in the office of the appointing authority atleast three months prior to the employee’s annual increase date.
- E. At such other times as the appointing authority deems that the quality of service of an employee should be recorded.

### **II. Preparing The Service Rating**

- A. For the job factor “Dependability”, in considering abuse of attendance, the rater may consider absences exceeding the contractually earned leave days, except that he/she may also consider clearly identifiable “pattern” absences and/or repeated or extended unauthorized leave by an employee.
- B. In cases where an employee is to receive “Good or Better” in every job factor on the designated form (PER-127), the rater has the option to complete a comment sheet. The form for recording such comments is designated as PER-127-A. Any comments will be associated with one or more of the factors on the PER-127. Comments are limited to the one page of the PER-127-A. Once the rater has shared the comments with the employee, the employee will have the option of attaching the comment sheet to the rating form, through an affirmative signature. The employee shall have until the close of the third business day from the date s/he has received the comment sheet to inform the supervisor of the decision as to whether or not to have the PER-127A attached to the PER-127. If the employee provides an affirmative signature prior to the end of the third business day, the employee may choose to revoke said signature prior to the close of the third business day. If the employee does not wish to have the PER-127-A attached to the PER-127, the employee shall not sign the PER-127-A, and the PER-127-A will not be placed in the personnel file; the employee may retain a copy for her/his records. The content of a PER-127-A is not subject to the grievance and arbitration process, regardless of whether the employee chooses to have the PER-127-A attached to the PER-127.
- C. All ratings are to be discussed with the employee by the employee’s immediate supervisor. The employee should be asked to sign the report, indicating that the employee has seen the form and discussed it with the immediate supervisor. The effective date of the rating shall be the date it is approved by the appointing authority.
- D. A copy of a “Less than Good” service rating is to be furnished to the employee, after having been approved.

### **III. Consequences Of A “Less than Good” Service Rating**

- A. Ratings of fair in two (2) categories and/or unsatisfactory in one (1) or more categories shall constitute an overall rating of “less than good”. Any other rating shall be considered good, except that a fair rating in a rating category shall indicate a need for improvement. An employee who has received a “less than good” rating in any category should be counseled prior to the issuance of said rating. The supervisor shall attach to the service rating supporting narrative for each category that is rated as “less than good.”
- B. “Overall Fair Rating.” Ratings of “fair” in two (2) categories shall constitute an overall rating of “Fair”, which will not affect payment of the Annual Increment for the first year in which the overall “Fair” rating is issued. Two (2) consecutive overall “Fair” ratings may result in the withholding of the Annual Increment, but are not considered just cause for dismissal pursuant to section 5-240 of the regulations for State Agencies.
- C. “Overall Unsatisfactory Rating.” Ratings of “fair” in three (3) categories and/or “unsatisfactory” in one (1) or more categories shall constitute an overall rating of “Unsatisfactory”. Two consecutive overall “Unsatisfactory” ratings are considered just cause for dismissal pursuant to section 5-240 of the Regulations for State Agencies.
- D. A review of any “Less than Good” service rating, other than those issued during any working test period, shall be done within sixty calendar days of the date of the original to determine whether improvement has been made and an amended service rating is in order. The effective date of any service rating shall be the date approved by the appointing authority.