

**A CORRELATIONAL STUDY OF THE EXTERNAL AND INTERNAL
EVALUATION ON THE PERFORMANCE OF THE INTERNAL
CUSTOMERS OF MERALCO, DASMARIÑAS, BUSINESS
CENTER- CAVITE: BASIS FOR A PROPOSED
TRAINING PROGRAM**



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ABSTRACT

Title of the Research : **THE CORRELATIONAL STUDY OF THE EXTERNAL AND INTERNAL EVALUATION ON THE PERFORMANCE OF INTERNAL CUSTOMERS OF DASMARIÑAS BUSINESS CENTER - CAVITE**

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The descriptive study and document analysis were conducted to determine the correlation of evaluation of external and internal evaluators on the performance of internal customers of MERALCO Dasmariñas Business Center - Cavite. The conceptual framework evolved from the variables and their relationship. The external customers evaluated the performance of the internal customers using the Mystery Client Survey. The Team Leaders served as the internal evaluators and evaluated the internal customers or the employees in terms of the company's Corporate

Values. The output of the study is a proposed training program for the internal customers based from the results of the findings.

The main sources of the data came primarily from the documents of the MERALCO Dasmariñas Business Center - Cavite with a total of 199 respondents.

Findings from the study showed that both the external evaluation and the internal evaluation on the performance of internal customers of MERALCO Dasmariñas Business Center - Cavite had Met Work Expectation . There was a significant difference in the external evaluation on the performance between internal customers where the Janitorial Unit had Exceeded Expectation. And there was a significant relationship between the external and internal evaluation on the performance of the internal customers.

These findings imply that there are areas that need to be developed in terms of employee performance to improve customer service.

The study concludes that the external performance of the internal customers were significantly related with their internal performance evaluation.

This present study thereby recommends a proposed training program for the internal customers based on the results of the study to be tried out for at least one year.

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FIGURE

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Paradigm of the Study

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