

## XXX. CIVIL SERVICE COMMISSION

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## STRATEGIC OBJECTIVES

## MANDATE

The Civil Service Commission (CSC) promotes morale, efficiency, integrity, responsiveness, progressiveness, and courtesy in the civil service. It adopts measures to strengthen the merit and rewards system, integrates all human resources development programs for all levels and ranks, and institutionalizes a management climate conducive to public accountability.

## VISION

CSC shall be the Philippines' leading center of excellence for strategic human resource and organizational development

## MISSION

Gawing Lingkod-Bayani ang Bawat Kawani

## KEY RESULT AREAS

Anti-corruption and transparent, accountable, and participatory governance

## SECTOR OUTCOME

1. Improved public service delivery and good governance
2. Responsiveness of national government agencies, government-owned and controlled corporations, local government units increased and democratic institutions strengthened
3. People's trust in government rebuilt

## ORGANIZATIONAL OUTCOME

1. Merit and rewards system in the civil service strengthened
2. Public accountability of civil servants promoted

## PERFORMANCE INFORMATION

KEY STRATEGIES

1. Improvement of frontline service delivery and good governance by intensifying the Anti-Red Tape Act implementation
2. Promotion of public accountability and strengthening of the rewards system by institutionalizing a performance-based culture

ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)BASELINE2016 TARGETS

## Merit and rewards system in the civil service strengthened

Number / percentage of agencies with functional Strategic Performance Management System (SPMS)

9 in October 2013

100% of approved SPMS as of 2015 must be functional

152 by end of 2013

Overall Training Feedback Rating (Central Office + Regional Offices)

90% Very Satisfactory

40% Excellent

10% Satisfactory

93% Very Satisfactory

## Public accountability of civil servants promoted

Number / percentage of frontline service offices of agencies with passing rate in the RCS (Passing Rate)	92.89% 837 passed out of 901 Service Offices (SOs) surveyed	Baseline to be determined (new set of agencies shall be targeted based on the multi-year plan to be crafted)
Number / percentage of client complaints received by Contact Center ng Bayan (CCB) acted upon	100% (2,957 out of 2,957 complaints acted upon)	100%
Cases disposition rate	76.39% (6,798 / 8,899)	92%

MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)2016 Targets

## MFO 1 : HUMAN RESOURCE MANAGEMENT POLICY SERVICES

Number of policies developed, issued and disseminated	12
Number of policies that have been reviewed and updated within the last three (3) years	14
Percentage of stakeholders who rate the policies as good, better, best	46%

## MFO 2 : HUMAN RESOURCE RECORDS MANAGEMENT SERVICES

Percentage of new employee records entered within three (3) working days	100%
Percentage of existing records updated within three (3) working days from receipt of new information	100%
Percentage of requests for authentication of eligibility acted upon within one (1) day	100%

## MFO 3: HUMAN RESOURCE MANAGEMENT REGULATION

Number of examination applications acted upon	311,612
Percentage of appointments acted upon over appointments received within one (1) hour and forty-five (45) minutes	100%
Percentage/Number of assisted agencies compliant with Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM) Maturity Level Indicators	10%
Number of assessed agencies (offices) assisted using the PRIME-HRM Maturity Level Indicators	1,068
Percentage of administrative cases (disciplinary and non-disciplinary) decided within forty (40) days from the time the case becomes ripe for resolution	95%
Percentage of appealed decisions and rulings that are overturned	9%
Percentage of petitions for accreditation of Employees' Organizations acted upon within thirty (30) working days from receipt of DOLE verification	85%
Percentage of applications for registration of Collective Negotiation Agreement (CNA) acted upon within fifteen (15) workings days from receipt of complete documents	85%