

XXX. CIVIL SERVICE COMMISSION

A. CIVIL SERVICE COMMISSION

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

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| 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

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| 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% |

B. CAREER EXECUTIVE SERVICE BOARD

STRATEGIC OBJECTIVES

MANDATE

The Career Executive Service Board (CESB) professionalizes and strengthens the Career Executive Service (CES) by creating a corps of development-oriented, service-focused, and reform-driven leaders in government.

VISION

A CES that provides leadership and continuity in governance, imbues relevance, builds collaboration and inspires trust in achieving national development goals hand in hand with political leaders, the bureaucracy and the citizens

MISSION

To maintain continuity and stability in the civil service and serve as a critical link between government and the Filipino people, and to infuse our ranks with well-selected and development-oriented leaders, and through them, bring change, expertise and leadership for a responsive public service

KEY RESULT AREAS

Anti-corruption and transparent, accountable, and participatory governance

SECTOR OUTCOME

Good governance

ORGANIZATIONAL OUTCOME

Merit and fitness system for CESOs strengthened and pool of globally competitive CESOs sustained

PERFORMANCE INFORMATION

KEY STRATEGIES

1. Providing the government, particularly the CES, with well-selected and development-oriented career managers, who shall provide competent and faithful service
2. Helping raise the level of managerial competence in the CES
3. Developing a deeper sense of commitment, honesty, and integrity among CES officials
4. Enhancement of the delivery of service through information technology
5. Creation of web services that will be accessible through internet
6. Improvement of administration support and finance through automated systems
7. Enhancement of other support to operation systems

ORGANIZATIONAL OUTCOMES (OOS) / PERFORMANCE INDICATORS (PIs)

BASELINE

2016 TARGETS

Merit and fitness system for CESOs strengthened and pool of globally competitive CESOs sustained

Occupancy rate of CESOs and CES Eligibles increased

* Occupancy rate is defined as: Percentage rate of CESOs / CES Eligibles occupying CES positions

1%

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

2016 Targets

MFO 1: CAREER EXECUTIVE SCREENING AND DEVELOPMENT SERVICES

Screening

Percentage of rank appointments processed and endorsed to the Office of the President

100% of completed reqts.

Number of candidates conferred CES eligibility

100% of completed reqts.

Occupancy rate of CESOs and CES Eligibles increased

1%

Development

Number of trainings conducted

100% of planned trainings

Percentage of participants who rate trainings as Very Satisfactory

90%

Percentage of trainings conducted on schedule

100%