

XXXI. CIVIL SERVICE COMMISSION**A. CIVIL SERVICE COMMISSION****STRATEGIC OBJECTIVES****SECTOR OUTCOME**

People-centered, innovative, clean, efficient, effective, and inclusive delivery of public goods and services

ORGANIZATIONAL OUTCOME

Improved quality of civil servants

PERFORMANCE INFORMATION**ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)****BASELINE****2020 TARGETS**

Improved quality of civil servants

CIVIL SERVICE HUMAN RESOURCE GOVERNANCE PROGRAM**CIVIL SERVICE HR POLICY AND INFORMATION MANAGEMENT SUB-PROGRAM****Outcome Indicators**

1. Number of users utilizing data for policy and program development of agencies
2. Percentage of stakeholders who rate the policies as satisfactory or better
3. Number of accredited agencies with PRIME HRM Bronze Level Award
4. Number / Percentage of agencies with functional Strategic Performance Management System (SPMS)

For baseline setting

70,000

70%

70%

56

56

Output Indicators

1. Number of assisted agencies compliant with PRIME HRM Systems (Maturity Level 2; Process-defined HR Systems) [RECOGNITION]
2. Timely updating of Government Human Resource Inventory (Annual)
3. Percentage / number of authenticated copies of requested records issued within prescribed time

89

181

2017 IGHR released in July 2018

2019 IGHR released in July 2020

100%

100%

PUBLIC ASSISTANCE SUB-PROGRAM**Outcome Indicator**

1. Percentage / number of Frontline Service Offices (FSO) with Report Card Survey passing rate

65.00%

For removal/deletion starting FY 2020 (already on Anti-Red Tape Authority mandate)

Output Indicators

1. Resolution rate (of received and referred complaints via PACD / CCB / 8888)
2. Percentage / number of Frontline Service Offices (FSO) covered with Report Card Survey

89.40%

90%

100%

100%

CIVIL SERVICE PROFESSIONALIZATION AND WORKPLACE COOPERATION PROGRAM**CIVIL SERVICE PROFESSIONALIZATION SUB-PROGRAM****Outcome Indicators**

1. Number of eligibles absorbed in the government using their Certificate of Eligibility for the first time
2. Number / Percentage of appointments acted upon over appointments received

For baseline setting

12,000

55%

Output Indicators		
1. Number / percentage increase in the pool of eligibles	45,000	48,880
2. Number of civil service examination conducted according to time and venue planned	10	12
3. Percentage of appointments acted upon over appointments received within one (1) hour and forty-five (45) minutes		

CIVIL SERVICE CAPABILITY BUILDING SUB-PROGRAM

Outcome Indicator		
1. Number of agencies reporting application of learning (Level 3 Learning & Development Evaluation of Behavior/Application)	For baseline setting	40
Output Indicators		
1. Number / percentage of Learning & Development participant days	95,000	115,000
2. Overall Learning and Development Satisfaction Rating	94% at least VS	94% at least VS

PUBLIC SECTOR UNIONISM SUB-PROGRAM

Outcome Indicator		
1. Percentage of CNA-related disputes resolved through amicable settlement	50%	49%
Output Indicators		
1. Number of agencies with accredited public sector unions	888	1,008
2. Number of accredited PSUs with CNAs	560	840

ADMINISTRATIVE JUSTICE PROGRAM

Outcome Indicator		
1. Administrative Case Disposition Rate (Promulgation Rate)	55%	60%
Output Indicator		
1. Case resolution rate	70%	70%

B. CAREER EXECUTIVE SERVICE BOARD

STRATEGIC OBJECTIVES

SECTOR OUTCOME

People-centered, innovative, clean, efficient, effective, and inclusive delivery of public goods and services

ORGANIZATIONAL OUTCOME

Merit and Fitness system for Career Executive Service Officers strengthened and pool of globally competitive Career Executive Service Officers sustained

PERFORMANCE INFORMATION

ORGANIZATIONAL OUTCOMES (Oos) / PERFORMANCE INDICATORS (PIs)	BASELINE	2020 TARGETS
---	-----------------	---------------------

Merit and Fitness system for Career Executive Service Officers strengthened and pool of globally competitive Career Executive Services Officers sustained

CAREER EXECUTIVE SCREENING AND DEVELOPMENT PROGRAM

Outcome Indicator		
Percentage of CES positions occupied by CESOs and CES eligibles	50%	50%
Output Indicators		
1. Percentage of qualified and commendable officials recommended for appointment / adjustment in CES rank within one (1) month from submission of complete requirements	100%	100%
2. Percentage of officials with complete ratings processed within 30 days after the closing of online submission for all government agencies	100%	100%
3. Percentage of participants rating the training programs conducted at least very satisfactory	90%	90%