

XXXII. 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****2023 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

70,000

145,000

2. Percentage of stakeholders who rate the policies as satisfactory or better

85%

85%

3. Number of accredited agencies with PRIME HRM Bronze Level Award

93

97

Output Indicators

1. Number of HRM System recognized

313

354

2. PRIME-HRM Accreditation Award

60

102

3. Timely updating of Government Human Resource Inventory (Annual)

2018 IGHR posted in the CSC website on July 26, 2019

IGHR as of June 2023 released on August 31, 2023

4. Percentage/number of authenticated copies of requested records issued within prescribed time

100%

100%

PUBLIC ASSISTANCE SUB-PROGRAM**Outcome Indicator**

1. Complaints resolution rate

90%

90%

Output Indicator

1. Complaints referral rate

100% (1,635/1,635)

100% of complaints referred to concerned agency/office within three (3) working days

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	10,938	11,431
2. Number/Percentage of appointments acted upon over appointments received	55%	65%

Output Indicators

1. Number/percentage increase in the pool of eligibles	12,816	12,188
2. Number of civil service examination conducted according to time and venue planned	8	6

CIVIL SERVICE CAPABILITY BUILDING SUB-PROGRAM**Outcome Indicator**

1. Number of agencies reporting application of learning (Level 3 Learning & Development Evaluation of Behavior/Application)	30	56
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Output Indicators

1. Number/percentage of Learning & Development participant days	100,000	93,114
2. Overall Learning and Development Satisfaction Rating	95% at least VS	95% at least VS

PUBLIC SECTOR UNIONISM SUB-PROGRAM**Outcome Indicator**

1. Percentage of CNA-related disputes resolved through amicable settlement	51%	53% of PSU-related conciliated concluded with agreement
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Output Indicators

1. Number of agencies with accredited public sector unions	1,079	1,222
2. Number of accredited PSUs with CNAs	1,010	1,353

ADMINISTRATIVE JUSTICE PROGRAM**Outcome Indicator**

1. Administrative Case Disposition Rate (Promulgation Rate)	60%	60%
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Output Indicator

1. Case resolution rate	75%	75%
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