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	2024 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	159,500
2. Percentage of stakeholders who rate the policies as satisfactory or better	85%	85%
3. Number of agencies meeting Maturity Level 2, 3, or 4 in all HR areas (Bronze/Silver/Gold-Level Award)	93	115
Output Indicators		
1. Number of HRM System recognized	313	404
2. Number of agencies meeting Maturity Level 2 in RSP and PM	60	129
3. Timely updating of Government Human Resource Inventory	2018 IGHR posted in the CSC website on July 26, 2019	IGHR as of June 2024 released on August 31, 2024
4. Percentage of authenticated copies of requested records issued within prescribed time	100%	100%
PUBLIC ASSISTANCE SUB-PRORGRAM		
Outcome Indicator		
1. Complaints resolution rate	90%	90%
Output Indicator		
1. Complaints referral rate	100%	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 Indicator
1. Percentage of appointments acted upon   55%   75%

Output Indicators
1. Number of days of the release of results/list of passers/eligibles of the Career Service Examination via Pen-and-Paper   N/A   Volume of examinees:
a. Aggregate of up to 300k: 60 days
b. For every 5k in excess of the 300k: 1 day

2. Number/percentage increase in the pool of eligibles   12,816   12,188
3. Number of slots made available for examinees of various Civil Service Eligibility Examinations   N/A   500,000

CIVIL SERVICE CAPABILITY BUILDING SUB-PROGRAM

Outcome Indicator
1. Number of agencies reporting application of learning (Level 3 Learning & Development Evaluation)   30   56

Output Indicator
1. Number of civil servants trained   N/A   73,752

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

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. Percentage of cases decided   60%   40%

Output Indicator
1. Percentage of promulgated cases decided within one year from filing   75%   70%