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 reward 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 service 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

<table>
<thead>
<tr>
<th>ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)</th>
<th>BASELINE</th>
<th>2015 TARGETS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Merit and rewards system in the civil service strengthened</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number / percentage of agencies with functional Strategic Performance Management System (SPMS)</td>
<td>9 in October 2013</td>
<td>90% of approved SPMS as of 2014 must be functional</td>
</tr>
<tr>
<td></td>
<td>152 by end of 2013</td>
<td></td>
</tr>
<tr>
<td>Overall Training Feedback Rating (Central Office + Regional Office)</td>
<td>90% Very Satisfactory</td>
<td>20% Excellent</td>
</tr>
<tr>
<td></td>
<td>10% Satisfactory</td>
<td>80% Very Satisfactory</td>
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</tbody>
</table>
Public accountability of civil service 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 98% of Service Offices (SOs) (1,496) must obtain a passing rate in the Anti-Red Tape Act-Report Card Survey (ARTA-RCS)

Number / percentage of client complaints received by 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) 90%

MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs) 2015 Targets

MFO 1: HUMAN RESOURCE MANAGEMENT POLICY SERVICES

Number of policy developed, issued and disseminated 11

Number of policies that have been reviewed and updated within the last three (3) years 13

Percentage of stakeholders who rate the policies as good, better, best 44%

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 accreditation/authentication of eligibility acted upon within one (1) day 100%

MFO 3: HUMAN RESOURCE MANAGEMENT REGULATION

Number of examination applications acted upon 270,741

Percentage of appointments acted upon over appointments received within one (1) hour and forty five (45) minutes 100%

Percentage/Number of agencies compliant with Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM) Maturity Level Indicators 10%

Percentage/Number of agencies (offices) assessed using the Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM) Maturity Level Indicators 30%

Percentage/Number of agencies (offices) assisted using the Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM) Maturity Level Indicators 60%

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 rulings and decisions appealed to higher authorities 2.20%

Percentage of appealed decisions and rulings that are overturned 9%
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 Career Executive Service 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 Career Executive Service Officers strengthened and pool of globally competitive Career Executive Service Officers sustained

PERFORMANCE INFORMATION

KEY STRATEGIES

1. Providing the government, particularly the Career Executive Service (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

<table>
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Occupancy rate of CESOs and CES Eligibles increased

* Occupancy rate is defined as: Percentage rate of CESOs / CES Eligible occupying CES positions 1%
MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)

**MFO 1: CAREER EXECUTIVE SCREENING AND DEVELOPMENT SERVICES**

**Screening**
- Number of officials recommended for rank appointment
  - 100% of completed reqts.
- Percentage of CESOs obtaining at least Very Satisfactory rating in performance
  - 97%
- Percentage of applications acted upon within the prescribed period
  - 100%

**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%