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>
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<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>
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<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 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) 90%

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

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%