

XVI. DEPARTMENT OF LABOR AND EMPLOYMENT

A. OFFICE OF THE SECRETARY

STRATEGIC OBJECTIVES

MANDATE

The DOLE shall be the primary policy, programming, coordinating and administrative entity of the Executive Branch in the field of labor and employment and shall assume primary responsibility for the promotion of gainful employment opportunities and the optimization of the development and utilization of the country's manpower resources; the advancement of workers' welfare by providing for just and humane working conditions and terms of employment; and the maintenance of industrial peace by promoting harmonious, equitable, and stable employment relations that assure equal protection for the rights of all concerned parties.

VISION

Every Filipino worker attains full, decent and productive employment.

MISSION

To promote gainful employment opportunities, develop human resources, protect workers and promote their welfare and maintain industrial peace.

KEY RESULT AREAS

1. Rapid, inclusive and sustained economic growth; and
2. Poverty reduction and empowerment of the poor and vulnerable.

SECTOR OUTCOME

Inclusive growth through decent and productive work

ORGANIZATIONAL OUTCOME

1. Employability of Workers and Competitiveness of Enterprise Enhanced
2. Cooperation Between Labor and Employers Sustained
3. Social Protection for Vulnerable Workers Strengthened

PERFORMANCE INFORMATION

KEY STRATEGIES

1. Upgrade workers skills and qualifications.
2. Maintain industrial peace.
3. Speedy, fair, accessible and inexpensive dispute settlement.
4. Consistency, predictability and transparency (posting and publication) of decisions on labor cases.
5. Predictable and regular wage adjustments (minimum wage, productivity-based).
6. Compliance with labor laws, professional regulations, and occupational safety and health standards.
7. Facilitate job matching through a more efficient employment intermediary services (i.e. Public Employment Service Office (PESO), Job Fair, Phil-Jobnet, Career Guidance, Labor Market Information, Employment Kiosk, Training for Work Scholarship Program (TWSP), Tech-Voc Education).
8. Implement Mutual Recognition Arrangements and Bilateral Labor Agreements.
9. Efficient regulatory procedure.
10. Provision of livelihood / employment opportunities, skills and productivity training.
11. 100% enrollment of livelihood beneficiaries to social security.
12. Removal of 800,000 child laborers in the worst form of child labor.

13. Increase in the Employees Compensation benefits for Occupationally Disabled Workers.
14. Provision of livelihood assistance for Overseas Filipino Workers (OFWs).
15. Conduct of agribusiness investment promotion in top OFW destination countries.
16. Support OFW agribusiness and tourism-related entrepreneurial undertakings.
17. Capacity-building for Philippine Overseas Labor Offices (GAD-related training).
18. Strict enforcement of policy of Women-Center Coordinators.
19. Sustainable outcomes, better service delivery, and better management.

ORGANIZATIONAL OUTCOMES (Oos) / PERFORMANCE INDICATORS (PIs)	BASELINE	2016 TARGETS
Employability of Workers and Competitiveness of Enterprise Enhanced		
Percentage of Special Program for the Employment of Students (SPES) beneficiaries graduated from Tech Voc or college courses	1.3%	1-2% increase from the baseline
Percentage of jobseekers placed for employment	73% of jobseekers placed	80% of jobseekers placed
Cooperation Between Labor and Employers Sustained		
Compliance rate with labor laws of establishments that employed 10 or more	73%	73%
Increase in number of Industry Tripartite Councils (ITCs) established in industries reached by labor education	276	5% increase from baseline figure
Percentage increase in Industry Tripartite Councils adopting Voluntary Code of Good Practices (VCGPs)	162 ITCs adopting VCGPs	15% increase from baseline figure
Social Protection for Vulnerable Workers Strengthened		
Percentage of beneficiaries provided livelihood formation assistance with continued employment and income after six months of availment	12.5%	15%
Percentage of OFW labor cases successfully settled or resolved	86% (60,547 cases out of 70,293 cases handled from Jan.-Nov. 2014)	88%
Welfare protection mechanisms for OFWs during all phases of the migration cycle, and including the families left behind strengthened	245 (100%)	100%
MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)	2016 Targets	
MFO 1: LABOR POLICY SERVICES		
Percentage of stakeholders that rate policies as satisfactory or better		70%
Percentage of policies that are updated, issued and disseminated in the last three (3) years		70%
Number of policies updated, issued and disseminated		29
MFO 2: EMPLOYMENT FACILITATION AND CAPACITY BUILDING SERVICES		
Number of qualified persons referred for placement		2,019,274
Number of individuals reached through Labor Market Information (LMI)		2,981,543
Percentage of individual who rate the services provided as satisfactory or better		70%
Percentage of individuals provided services within the prescribed process cycle time (PCT)		70%
Number of youth beneficiaries provided with JobStart services		3,200

Number of beneficiaries provided with livelihood assistance	150,000
Number of beneficiaries under Special Program for the Employment of Student (SPES)	203,000
Percentage of beneficiaries who rate the services provided as satisfactory or better	70%
Percentage of workers provided services within the prescribed PCT	100%
Percentage of beneficiaries provided with livelihood assistance with increased income for the first year of implementation	35%

MFO 3: LABOR FORCE WELFARE SERVICES

Number of workers served	4,467,519
Percentage of workers who rate the services provided as satisfactory or better	70%
Percentage of affected workers provided services within the prescribed PCT	100%

MFO 4: EMPLOYMENT REGULATION SERVICES

Number of establishments inspected	76,908
Number of workers covered as a result of inspections conducted	4,556,674
Percentage of establishments with deficiencies given appropriate assistance leading to compliance	100%
Percentage of appealed labor disputes disposed (SpeEd)	100%
Percentage of application for permits/licenses/registrations processed within prescribed PCT	100%
Percentage of complaints and request for assistance settled within 30 days from filing (Single Entry Approach)	77%

NOTE : Exclusive of Targets funded from other sources, e.g. Special Account in the General Fund.

B. INSTITUTE FOR LABOR STUDIES**STRATEGIC OBJECTIVES****MANDATE**

The ILS shall conduct researches and studies in all areas of labor and manpower policy and administration; and review the rationale of existing legislation and regulations and analyze the cost involved in the implementation of such legislation against the benefits expected to be derived.

VISION

By 2016, ILS envisions to be a dynamic research institution at the forefront of bridging labor and employment research, policy and practice towards inclusive growth.

MISSION

To contribute to efficient and effective labor and employment policy and decision making through relevant and quality policy researches and research support.

KEY RESULT AREAS

Rapid, inclusive and sustained economic growth

SECTOR OUTCOME

Decent and productive work

ORGANIZATIONAL OUTCOME

Utilization of labor employment researches for policy development and program implementation on increased

PERFORMANCE INFORMATION

KEY STRATEGIES

1. Innovate efficiency and staff development measures to improve research production and analytical capacities;
2. Align research priorities with critical policy areas for achieving the government's short-term to medium-term labor and employment goals;
3. Strengthen collaborative engagement with research institutes and individuals of demonstrated research integrity to improve quality of research; and
4. Establish research standards and quality frameworks

ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)	BASELINE	2016 TARGETS
Utilization of labor employment researches for policy development and program implementation on increased		
Percentage of researches adopted as input to labor and employment policy or program development	No baseline (new indicator)	60%
Percentage of clients who gave at least satisfactory rating for researches increased	No baseline (new indicator)	60%
Utilization of labor and employment researches for policy development and program implementation increased	No baseline	Percentage of researches adopted as input to labor and employment policy or program development
	No baseline	Percentage of clients who gave at least satisfactory rating for researches increased
MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)		2016 Targets

MFO 1: LABOR AND EMPLOYMENT RESEARCH SERVICES

Number of research studies conducted and published or disseminated	15
Number of technical assistance papers or reports produced	205
Percentage of researches used in policy instruments and program documents increased	20%
Percentage of policy research studies completed within original project schedule	100%

C. NATIONAL CONCILIATION AND MEDIATION BOARD

STRATEGIC OBJECTIVES

MANDATE

The NCMB shall be responsible for the formulation of policies, development of plans and programs, and setting of standards, procedures and guidelines relative to the promotion of conciliation and mediation of labor disputes; administration of the voluntary arbitration program; promotion of other cooperative, non-adversarial, and voluntary modes of labor dispute settlement; and facilitation of labor-management cooperation through joint mechanisms for information sharing, effective communication and consultation and group problem-solving.

VISION

The NCMB shall be the center of excellence in enhancing harmonious relationship in every workplace.

MISSION

To sustain harmonious labor and management relations through continuous education, mainstreaming of alternative dispute resolution (ADR) mechanisms, and implementation of innovation approaches toward workers' empowerment.

KEY RESULT AREAS

Just and lasting peace and the rule of law

SECTOR OUTCOME

Decent Work

ORGANIZATIONAL OUTCOME

1. Labor-management cooperation improved
2. Workplace conflicts reduced
3. Labor disputes reduced
4. Labor disputes effectively settled/resolved

PERFORMANCE INFORMATION

KEY STRATEGIES

1. Conduct of seminars, trainings and other activities jointly or in coordination with Social Partners (Basic Orientation Seminar, Area-Wide Seminars, Plant-Level Orientation Seminar, Skills Training, etc.)
2. Networking with LGUs, SSS / GSIS, CHED, PNP, AFP, CHR, BIR, DOJ, PAO, NGOs, etc.
3. Recognition and dissemination of Best Practices through Search for Best Labor-Management Cooperation and Best Enterprise-Based Mechanism for Dispute Resolution
4. NCMB-NWPC convergence on productivity improvement programs cum Two-Tiered Wage System
5. Enhanced conciliation-mediation training for Single Entry Assistance Desk Officers
6. Implementation of Memorandum of Agreement with POEA on availment of Overseas Filipino Workers / Seafarers of Single Entry Approach (SENA)
7. Review of SENA guidelines to incorporate provision in the area of convergence
8. Networking with LGUs, and other non-government organizations which can facilitate settlement
9. Cross-boundary sharing of the services of Conciliator-Mediators and Voluntary Arbitrators

ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)BASELINE2016 TARGETS

Labor-management cooperation improved

Increased plant-level settlement of labor disputes by companies with LMCs 91%

At least 80% of companies with LMCs are not involved in labor disputes

Workplace conflicts reduced

Increased plant-level settlement of labor disputes by companies with GMs 91%

At least 80% of companies with GMs are not involved in labor disputes

Labor disputes reduced

Reduced incidence of work stoppages

2

Incidence of work stoppages maintained at a single digit

Labor disputes effectively settled / resolved

Increased settlement rate of :

a. Requests for Assistance	80%	a. 88% settlement rate
b. Preventive Mediation Cases	87%	b. 90% settlement rate
c. Notices of Strike / Lockout	82%	c. 75% settlement rate
Percentage of voluntary arbitration case decisions upheld by a higher court	100%	80% affirmation rate

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

2016 Targets

MFO 1: TECHNICAL ADVISORY SERVICES

Number of advisory services provided	3,494
Percentage of advisory services provided that result in the adoption of at least one (1) major recommendation (targeted facilitated and enhanced LMCs and GMs)	87%
Percentage of clients with LMCs/GMs that are not involved in NS/L or PM cases	91%
Percentage of clients who rate the timeliness of delivery of advisory services as good or better	97%

MFO 2: LABOR CONCILIATION, MEDIATION AND ARBITRATION SERVICES

Number of cases settled/resolved	5,595
Percentage of VA case decisions appealed to the Supreme Court/Court of Appeals	20%
Percentage of case decisions that are overturned by higher authority	25%
Percentage of conciliation mediations successfully disposed/settled within thirty (30) days/process cycle time	85%

NOTE : Exclusive of Targets funded from other sources, e.g. Special Account in the General Fund.

D. NATIONAL LABOR RELATIONS COMMISSION

STRATEGIC OBJECTIVES

MANDATE

The National Labor Relations Commission is a quasi-judicial body tasked to promote and maintain industrial peace based on social justice by resolving labor and management disputes involving both local and overseas workers through compulsory arbitration and alternative modes of dispute resolution.

VISION

To deserve public trust as a quasi-judicial agency by way of a fair, speedy, equitable disposition of labor cases at lesser cost.

MISSION

To resolve labor disputes in the fairest, quickest, least expensive and most effective way possible.

KEY RESULT AREAS

Just and lasting peace and the rule of law

SECTOR OUTCOME

Inclusive growth through decent and productive work

ORGANIZATIONAL OUTCOME

Due process in resolving labor disputes ensured

PERFORMANCE INFORMATION

KEY STRATEGIES

Continuous monitoring and implementation of the following: (a) Project Speedy and Efficient Delivery of Labor Justice (SpeEd); (b) First-In-First-Out Policy (En Banc Resolution No. 13-07) which requires minimum level of performance (quota system) and observance of ageing of cases in accordance with the prescribed period of disposition, with penalty of withholding of RATA and EIB case; and (c) regular conduct of task forces of all pending cases.

ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)	BASELINE	2016 TARGETS
Due process in resolving labor disputes ensured		
Percentage increase in cases resolved through conciliation-mediation	45%	50%
Percentage increase in decisions affirmed by a higher authority	90%	92%

MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)	2016 Targets
MFO 1: LABOR DISPUTE RESOLUTION SERVICES	
Labor Dispute Resolution at the Regional Arbitration Branches and at the Commission Proper	
Number of cases settled and/or decided	38,700
Percentage increase in cases resolved through conciliation-mediation	50%
Percentage increase in decisions affirmed by a higher authority	92%
Percentage of cases decided within 3 months from filing of case	60%

E. NATIONAL MARITIME POLYTECHNIC

STRATEGIC OBJECTIVES

MANDATE

The National Maritime Polytechnic (NMP) shall enhance the employability and competitiveness of Filipino seafarers in the domestic and international labor market by offering specialization and upgrading courses for both licensed officers and ratings and conducting researches and studies on the latest maritime technologies and other related matters for the maritime industry.

VISION

A World-Class Maritime Center of Excellence

MISSION

To provide maritime training and research that measure up to international standards and respond to the needs of Filipino seafarers and the industry.

KEY RESULT AREAS

Rapid, inclusive and sustained economic growth

SECTOR OUTCOME

Inclusive Growth through Decent and Productive Work (based on PDP)

Decent Work (based on Planning Tool of DOLE Secretary 2013-2016)

Human Development Status Improved (based on PDP)

ORGANIZATIONAL OUTCOME

1. Employability and competitiveness of Filipino Seafarers enhanced
2. Maritime industry improved through quality research

PERFORMANCE INFORMATION

KEY STRATEGIES

1. Enhance quality and relevance of training
2. Enhance accessibility of training
3. Institutionalize the Maritime Assessment Program
4. Enhance Responsiveness of Maritime Researches and Studies
5. Strengthen Leadership and Institutional Support Programs

ORGANIZATIONAL OUTCOMES (Oos) / PERFORMANCE INDICATORS (PIs)BASELINE2016 TARGETS

Employability and competitiveness of Filipino Seafarers enhanced

Percentage of seafarer-trainees trained / employed a year after completion of mandatory training courses 25%

25%

Percentage of seafarer-trainees whose jobs after completion of training are related to skills acquired No baseline

25%

Maritime industry improved through quality research

Percentage of researches adopted as input to labor and employment policy on program development No baseline

100%

MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)2016 Targets

MFO 1: MARITIME TRAINING SERVICES

Number of trainees	10,000
Percentage of trainees who rate the training program as good or better	99%
Percentage of seafarer-trainees in employment 12 months after completion of mandatory training courses	39%
Percentage of graduates that receive certificates within 2 weeks of successful completion of all course requirements	100%
Percentage of endorsed trainees that attain a Certificate of Proficiency (COP)	50%
Number of persons assessed	all qualified applicants

Research Services

Number of researches completed	2
The percentage of maritime-stakeholder-participants in research dissemination fora who rate the completed researches as good or better	75%
Completed researches are disseminated to maritime industry stakeholders within one (1) year from completion	100%

F. NATIONAL WAGES AND PRODUCTIVITY COMMISSION

STRATEGIC OBJECTIVES

MANDATE

The National Wages and Productivity Commission shall be responsible for the formulation of policies and guidelines on wages, incomes and productivity, determining the minimum wages at the regional, provincial and/or industry levels, and promotion of productivity improvement and gainsharing schemes, particularly among micro, small and medium enterprises.

VISION

To be the primary policy development and resource center on wages, incomes and productivity.

MISSION

To ensure a decent standard of living for workers and their families, and contribute to the competitiveness of enterprises through improved productivity of workers.

KEY RESULT AREAS

Poverty reduction and empowerment of the poor and vulnerable

SECTOR OUTCOME

A secure workforce

ORGANIZATIONAL OUTCOME

1. Capacity of MSMEs to implement plant level productivity improvement program enhanced
2. Fair and reasonable minimum wages within the two-tiered wage system ensured

PERFORMANCE INFORMATION

KEY STRATEGIES

Promotion of better observance of labor standards toward protection of workers through the implementation of Two-Tiered Wage System along the objectives of adequate protection to income of vulnerable workers and improved productivity and competitiveness within the total incomes policy framework

ORGANIZATIONAL OUTCOMES (Oos) / PERFORMANCE INDICATORS (PIs)BASELINE2016 TARGETS

Capacity of MSMEs to implement plant level productivity improvement program enhanced

Percentage of MSMEs trained with productivity improvement programs implemented

No Baseline, new indicator

50%

Percentage of MSMEs assisted on productivity based pay advisory with productivity incentives scheme installed	No baseline data available since TTWS implementation started on 2012	10%
---	--	-----

Fair and reasonable minimum wages within the two-tiered wage system ensured

Percentage of minimum wage rates above poverty thresholds not exceeding average wage levels	2013: 92 out of 113 minimum wage rates above poverty thresholds (81%)	100%
---	---	------

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

2016 Targets

MFO 1: TECHNICAL ADVISORY SERVICES

Development and Implementation of Plans and Projects related to Wages, Income and Productivity Improvement

Number of productivity assignments undertaken	277,000
Percentage of clients who rate technical advice as satisfactory or better	100%
Percentage of request for advice acted upon within 5 days of request	100%

MFO 2: WAGES REGULATION SERVICE

Development of Policies, Guidelines on Wages and Productivity and Resolution on Appealed Cases

Number of public hearings/consultations conducted	32
Percentage of wage consideration case decision upheld by a higher authority	100%
Percentage of wage cases resolved within 45 days upon receipt of application	100%

G. PHILIPPINE OVERSEAS EMPLOYMENT ADMINISTRATION

STRATEGIC OBJECTIVES

MANDATE

The POEA shall formulate and undertake a systematic program of promoting and monitoring the overseas employment of Filipino workers, including the regulation of private sector participation in the recruitment and overseas placement of workers, as well as protect their rights to fair and equitable employment practices

VISION

Excellence in governance for world-class Filipino migrant workers

MISSION

POEA connects to the world and in partnership with all stakeholders, facilitates the generation and preservation of decent jobs for Filipino migrant workers, promotes their protection, and advocates their smooth reintegration into the Philippine society.

KEY RESULT AREAS

Poverty reduction and empowerment of the poor and vulnerable

SECTOR OUTCOME

1. Increased level of opportunities for and access to decent employment and income; and
2. Strengthened compliance with constitutionally protected rights of work

ORGANIZATIONAL OUTCOME

Empowerment and protection of Overseas Filipino Workers ensured

PERFORMANCE INFORMATION

KEY STRATEGIES

1. Simplification of processing systems for the documentation of workers through the development of the online processing of the Overseas Employment Certificates (OECs) for Balik-Manggagawa (BM Online System)
2. Interconnectivity with the Bureau of Immigration for a more efficient monitoring of workers deployment
3. Sustain field processing of OECs of Balik-Manggagawa (BM) in Four (4) outreach centers namely: Duty Free in Parañaque, Trinoma, Q.C., SM Manila, and SM Pampanga
4. Issuance of the Revised Rules and Regulations Governing the Recruitment and Employment of Land-Based Overseas Workers, and Seafarers
5. Implementation of the foreign employer accreditation by the Philippine Overseas Labor Offices (POLOs)
6. Implementation of the Maritime Labor Convention
7. Continue to implement the "Hard to Enter, Easy to Operate, and Easy to Go Policy" in the licensing and regulation of private recruitment agencies and manning agencies (i.e. close monitoring of agencies through inspection and speedy disposition of adjudication cases)
8. Continued pursuance of bilateral / multilateral and regional agreements with labor receiving countries for more protection and better employment terms and conditions for Overseas Filipino Workers (OFWs)

ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)	BASELINE	2016 TARGETS
Empowerment and protection of Overseas Filipino Workers ensured		
Percentage increase in the number of licensed agencies that complied with recruitment rules and regulations	933 licensed agencies (2014 - Total no. of licensed agencies - 1,207 - Percentage of agencies that have complied with recruitment rules and regulations - 77.3%)	3% (961)
Percentage decrease in the number of illegal recruitment complainants	427	10% (384)

MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)	2016 Targets
MFO 1: OVERSEAS EMPLOYEES WELFARE SERVICES	
Number of workers monitored	
Number of workers monitored	2,227,217
Number of overseas Filipino workers provided with assistance	8,757
Percentage of overseas workers who rate support services of POEA as good or better	90%
Percentage of requests for assistance acted upon within 24 hours	100%
MFO 2: OVERSEAS EMPLOYMENT REGULATION SERVICES	
Licensing Program	
No. of license, registration and accreditation applications acted upon	36,722
No. of overseas Filipino workers contracts reviewed	2,777,667
Percentage of licensed, registered and accredited agencies with one or more recorded complaints or licensing/accreditation breaches over the past two years	30%

Percentage of applications processed within five (5) days	100%
Monitoring	
No. of inspections and assessments undertaken	1,561
Percentage of inspections that result in one (1) or more detected violations	10%
Percentage of licensed, registered and accredited agencies subject to two (2) or more inspections in the last two (2) years	90%
Enforcement	
No. of enforcement cases undertaken	529
Number of licensed, registered or accredited agencies with three (3) or more recorded complaints or breaches over the last three years as a percentage of the total number of agencies with one or more recorded breaches or complaints	30%
Percentage of enforcement cases that result in a favourable judgement	100%
Percentage of enforcement cases resolved within 90 days	100%

H. PROFESSIONAL REGULATION COMMISSION

STRATEGIC OBJECTIVES

MANDATE

The Professional Regulation Commission (PRC) administers, implements, and enforces the regulatory laws and policies of the country with respect to the regulation and licensing of the various profession and occupations under its jurisdiction, including the enhancement and maintenance of professional and occupational standards and ethics and the enforcement of the rules and regulations relative thereto.

VISION

The PRC is the instrument of the Filipino people in securing for the nation a reliable, trustworthy and progressive system of determining the competence of professionals by credible and valid licensure examinations and standards of professional practice that are globally recognized.

MISSION

To deliberately, scientifically and consistently determine the competence of professionals through the provision of professional standards and judicious issuance of professional license. P-rofessionalism and Integrity; R-esponsibility, Unity and Accountability; C-ompetence and Excellence

KEY RESULT AREAS

Anti-corruption and transparent, accountable and participatory governance

SECTOR OUTCOME

Inclusive growth through decent and productive work

ORGANIZATIONAL OUTCOME

Highly ethical, globally competitive and recognized Filipino Professionals ensured

PERFORMANCE INFORMATION

KEY STRATEGIES

1. Strengthening of the licensure examination and registration services
2. Career guidance and advocacy / campaigns to address jobs-skills matching

3. Negotiations and consultations for bilateral, multilateral, regional mutual recognition agreements / arrangements in preparation for the ASEAN Economic Community and international alignment of Philippine Qualifications Framework with the ASEAN Qualifications Framework and other International Qualifications Framework
4. Institutionalization of Continuing Professional Development for registered professionals
5. Aggressive campaign / advocacies against fake professionals
6. Extension of mobile application and renewal services
7. Maintenance and updating of the online verification system of registered professionals
8. Monitoring and inspection of firms, institutions and establishments on compliance with Professional Regulatory Laws
9. Speedy resolution of cases through conciliation and mediation or through Single Entry Approach
10. Implementation and maintenance of PRC's eServices

ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)	BASELINE	2016 TARGETS
Highly ethical, globally competitive and recognized Filipino Professionals ensured		
Fields of professional disciplines accredited / recognized in the practice of the professions in the ASEAN and other countries	17	16
Increased number of professionals qualified / admitted to practice professions under Mutual Recognition Arrangements (MRAs) with ASEAN and other countries	88	125 ASEAN Certified Professional Engineers accredited
	86	88

MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)	2016 Targets
MFO 1: REGULATION OF PROFESSIONAL SERVICES	
Licensing and registration	
Number of license registration and certification applications acted upon	188,823
Percentage of licensed professionals with one or more complaints in the last three years	.0022%
Percentage of applications acted upon within two (2) days of filing	100%
Monitoring	
Number of investigations of complaints	1,720
Number of licensed, registered or certified professionals with three (3) or more recorded complaints or breaches over the last three years as a percentage of the total number of professionals with one or more recorded breaches or complaints	0%
Percentage of complaints against professionals responded to within two (2) days after filing of complaint	100%
Percentage of cases resolved within three (3) months	4%

I. TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY

STRATEGIC OBJECTIVES

MANDATE

The TESDA shall primarily be responsible for formulating continuing, coordinated and fully integrated technical education and skills development policies, plans and programs.

VISION

TESDA is the leading partner in the development of the Filipino workforce with world-class competence and positive work values

MISSION

TESDA provides direction, policies, programs and standards towards quality technical education and skill development.

KEY RESULT AREAS

1. Rapid, inclusive and sustained economic growth; and
2. Poverty reduction and empowerment of the poor and vulnerable.

SECTOR OUTCOME

Human capabilities improved.

Sub-Sector Outcome: Knowledge and Skills Enhanced

ORGANIZATIONAL OUTCOME

Employability Increased and/or Enhanced

PERFORMANCE INFORMATION**KEY STRATEGIES**

1. Expand Access to Quality Techvoc
2. Develop workforce competencies required in key growth areas
3. Implement Good Governance System
4. Engage Industry in the provision of Techvoc Services

ORGANIZATIONAL OUTCOMES (Oos) / PERFORMANCE INDICATORS (PIs)**BASELINE****2016 TARGETS**

Employability Increased and / or Enhanced

Percentage of TVET graduates that were certified	84%	85%
Percentage of graduates from Technical Vocational Courses that are employed	62%	63%

MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)**2016 Targets****MFO 1: TECHNICAL EDUCATION AND SKILLS DEVELOPMENT POLICY SERVICES**

No. of policies developed and issued or updated and disseminated	1,919
Percentage of stakeholders who rate policies as good or better	92%
Percentage of policies that are updated, issued and disseminated in the last three (3) years	80%

MFO 2: TECHNICAL EDUCATION AND SKILLS DEVELOPMENT SERVICES

No. of trainees	257,621
Average no. of training hours per trainee	356 hours
Number of graduates who are employed six (6) months after completion of training	79,000
Percentage of training applications acted upon within two (2) weeks	90%
Percentage of graduates in programs with training regulations certified within 5 days after graduation	84%

Percentage of training programs that are delivered within one month of the original plan	80%
Number of TWSP subsidized enrollees	231,579
Number of TWSP subsidized graduates	208,421

MFO 3: TECHNICAL EDUCATION AND SKILLS DEVELOPMENT REGULATION SERVICES

No. of new programs registered	6,500
Percentage of compliance audit breaches at not more than 1% of total TVET programs audited	1%
Percentage of applications for programs registration acted upon within 1 week of submission	80%
Number of skilled workers assessed for certification	1,371,687
Percentage of skilled workers issued with certification within 7 days of their application	80%