

XXXI. CIVIL SERVICE COMMISSION

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STRATEGIC OBJECTIVES

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 in the Civil Service Strengthened
2. Public accountability of civil servants 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

<u>ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)</u>	<u>BASELINE</u>	<u>2017 TARGETS</u>
Merit and Rewards in the Civil Service Strengthened		
Percentage of agencies with functional Strategic Performance Management System (SPMS).	9 in October 2013 152 by end of 2013	100% of approved SPMS as of 2015 must be functional
overall Training Feedback Rating (Central Office + Regional Offices)	90% Very Satisfactory 10% Satisfactory	40% Excellent 93% Very Satisfactory
Public accountability of civil servants promoted.		
Number / percentage of frontline service office of agencies with passing rate in the RCS (Passing Rate)	92.89% 837 passed out of 901 Service Offices (SOs) surveyed	Baseline to be determined (new set of agencies shall be targeted based on the multi-year plan to be crafted)
Number / percentage of client complaints received by Contact Center ng Bayan (CCB) acted upon	100% (2,957 out of 2,975 complaints acted upon)	100%
Cases disposition rate	76.39% (6,798 I 8,899)	92%