

XXXI. CIVIL SERVICE COMMISSION

A. CIVIL SERVICE COMMISSION

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%

B. CAREER EXECUTIVE SERVICE BOARD

STRATEGIC OBJECTIVES

SECTOR OUTCOME

Good governance

ORGANIZATIONAL OUTCOME

Merit and fitness system for CESOs strengthened and pool of globally competitive CESOs 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

<u>ORGANIZATIONAL OUTCOMES (Oos) / PERFORMANCE INDICATORS (PIs)</u>	<u>BASELINE</u>	<u>2017 TARGETS</u>
Merit and fitness system for CESOs strengthened and pool of globally competitive CESOs sustained		
Occupancy rate of CESOs and CES eligibles maintained		50%
<u>MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)</u>	<u>2017 Targets</u>	

MFO 1: CAREER EXECUTIVE SCREENING AND DEVELOPMENT SERVICES

SCREENING

Number of candidates conferred CES eligibility	100%
Percentage of CES positions occupied by CESOs/CES Eligibles	50%
Percentage of rank appointments processed and endorsed to the Office of the President	100%
Percentage of officials with complete ratings processed within 30 days after the closing of online submission for all government agencies	100%

DEVELOPMENT

Number of training programs conducted	16
Percentage of participants rating the training programs conducted at least very satisfactory	90%
Percentage of training programs conducted on schedule	100%