

## C. NATIONAL CONCILIATION AND MEDIATION BOARD

## STRATEGIC OBJECTIVES

## 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)	BASELINE	2017 TARGETS
Labor-management cooperation improved		
Increased plant-level settlement of labor disputes by companies with LMCs	90%	At least 90% of companies with LMCs are not involved in labor disputes
Workplace conflicts reduced		
Increased plant-level settlement of labor disputes by companies with GMs	90%	At least 90% of companies with GMs are not involved in labor disputes
Labor disputes reduced		
Reduced incidence of work stoppage	5	Incidence of work stoppages maintained at a single digit
Labor disputes effectively settled / resolved.		
Increased settlement rate of:		
a. Requests for Assistance	78%	80% settlement rate
b. Preventive Mediation Cases	85%	85% settlement rate
c. Notices of Strike / Lockout	75%	75% settlement rate
Percentage of voluntary arbitration case decisions upheld by a higher court	67%	80% affirmation rate

MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)2017 Targets

## MFO 1: TECHNICAL ADVISORY SERVICES

Number of advisory requests acted upon	4,400
Percentage of advisory services provided that result in the adoption of at least one (1) major recommendation (targeted facilitated and enhanced LMCs and GMs)	67%
Percentage of companies with LMCs/GMs that are not involved in NS/L or PM cases	94%
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 resolved/settled out of the Board's total caseload	5,400
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 settled within process cycle time	85%

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