

## XVII. DEPARTMENT OF LABOR AND EMPLOYMENT

## A. OFFICE OF THE SECRETARY

## STRATEGIC OBJECTIVES

## 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)BASELINE2017 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

9,443 beneficiaries

1-2% increase from the baseline

Percentage of jobseekers placed for employment

83% of jobseekers placed  
(1,795,915 jobseekers placed out  
of the 2,154,369 qualified  
jobseekers referred)

80% of jobseekers placed

## Cooperation Between Labor and Employers Sustained

Compliance rate with labor laws of establishments that employed 10 or more	73% compliance rate	73% compliance rate
Percentage increase in inclusivity of membership through the representation of all sectors (i.e. Formal, Informal, Migrant, Youth, Public and Women) in the NTIPC, RTIPCs and ITCs	100% inclusivity of membership through representation of formal sector	100% inclusivity of membership through the representation of all sectors (i.e. Formal, Informal, Migrant, Youth, Public and Women) in the NTIPC, RTIPCs and ITCs
Percentage increase in Voluntary Code of Good Practices (VCGPs) Implemented	100% of VCGPs with Action Plan Formulated	100% VCGPs with Action Plan Implemented

## Social Protection for Vulnerable Workers Strengthened

Percentage of beneficiaries provided livelihood enhancement assistance with increase in income after one year of availment	actual beneficiaries can be determined at the end of FY 2016	10% of beneficiaries provided livelihood enhancement assistance for FY 2016
Percentage of OFW labor cases successfully resolved	86% (53,900 cases out of 62,473 cases handled)	86%
Percentage of workers with Prepaid Travel Advice (PTA) repatriated	100% of workers (119)	100% of workers

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

## 2017 Targets

## MFO 1: LABOR POLICY SERVICES

Number of policies updated, issued and disseminated	19
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%

## MFO 2: EMPLOYMENT FACILITATION AND CAPACITY BUILDING SERVICES

Number of qualified persons referred for placement	1,811,843
Number of individuals reached through Labor Market Information (LMI)	2,342,543
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)	100%
Number of beneficiaries provided with livelihood assistance (P10,000 on the average per capita cost/project)	94,272
Number of beneficiaries under Special Program for Employment of Students (SPES)	203,470
Number of youth-beneficiaries provided with JobStart services	4,200
Percentage of beneficiaries who rate the services provided as satisfactory or better	70%
Percentage of individuals provided services within the prescribed process cycle time (PCT)	100%

## MFO 3: LABOR FORCE WELFARE SERVICES

Number of workers served	4,191,748
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	54,530
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 (SENA)	77%
Percentage of establishments with deficiencies given appropriate assistance leading to compliance	100%

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

## B. INSTITUTE FOR LABOR STUDIES

### STRATEGIC OBJECTIVES

#### SECTOR OUTCOME

Decent and productive work

#### ORGANIZATIONAL OUTCOME

Utilization of labor and employment researches for policy development and program implementation 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	2017 TARGETS
Utilization of labor and employment researches for policy development and program implementation increased		
Percentage of clients who gave at least satisfactory rating for researches increased	60%	70%
Percentage of researches adopted as input to labor and employment policy or program development	60%	70%
MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)		2017 Targets

#### MFO 1: LABOR AND EMPLOYMENT RESEARCH SERVICES

Number of research studies conducted and published or disseminated	15
Percentage of researches used in policy instruments and program documents increased	10%
Percentage of policy research studies completed within original project schedule	100%
Number of technical assistance papers or reports produced	195

## 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.

## D. NATIONAL LABOR RELATIONS COMMISSION

## STRATEGIC OBJECTIVES

## 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

## 2017 TARGETS

Due process in resolving labor disputes ensured

Percentage increase in cases resolved through conciliation-mediation	50%	60%
Percentage increase in decisions affirmed by a higher authority	92%	96%

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

## 2017 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	40,000
Percentage increase in cases resolved through conciliation-mediation	60%
Percentage increase in decisions affirmed by a higher authority	96%
Percentage of cases decided within 3 months from filing of case	65%

## E. NATIONAL MARITIME POLYTECHNIC

## STRATEGIC OBJECTIVES

## 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)

## BASELINE

## 2017 TARGETS

1. Employability and Competitiveness of Filipino Seafarers Enhanced

Percentage of seafarer-trainees trained / employed a year after completion of mandatory training courses	25%	25%
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Percentage of seafarer-trainees whose jobs after completion of training are related to skills acquired	25%	25%
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2. Maritime Industry Improved Through Quality Research

Percentage of researches adopted as input to labor and employment policy on program development	100%	100%
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## MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)

## 2017 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	50%
Percentage of endorsed trainees that attain a Certificate of Proficiency (COP)	50%
Percentage of graduates that receive certificates within 2 weeks of successful completion of all course requirements	100%
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

## SECTOR OUTCOME

A secure workforce

## ORGANIZATIONAL OUTCOME

1. Capacity of MSMEs to implement plant level productivity improvement program enhanced
2. Fair and reasonable minimum wage 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)

## BASELINE

## 2017 TARGETS

Capacity of MSMEs to implement plant level productivity improvement program enhanced

Percentage of MSMEs trained with productivity improvement program implemented	data yet to be collected	50%
Percentage of MSMEs assisted with productivity based pay advisory incentives scheme installed	data yet to be collected	10%

Fair and reasonable minimum wage within the Two-Tiered Wage  
System ensured

Percentage of minimum wage rates above poverty thresholds not exceeding the average wage levels	92 out of 113 minimum wage rates above the poverty thresholds (81%)	100%
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#### MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)

#### 2017 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	282,000
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 and 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

##### 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	2017 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%	8% (1,008)
Percentage decrease in the number of illegal recruitment complainants	427	15% (363)

MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)	2017 Targets
MFO 1: OVERSEAS EMPLOYEES WELFARE SERVICES	
Quantity Indicators	
Number of workers monitored	2,024,744
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	
Number of license, registration, and accreditation applications acted upon	36,722
Number of Overseas Filipino Workers' contracts reviewed	2,525,152
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	
Number of inspections and assessments undertaken	1,120
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 years	90%
Enforcement	
Number of enforcement cases undertaken	430
Number of licensed, registered and 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 favorable judgement	100%
Percentage of enforcement cases resolved within ninety (90) days	100%

## H. PROFESSIONAL REGULATION COMMISSION

## STRATEGIC OBJECTIVES

## 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 in 2015 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)BASELINE2017 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

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

## MFO 1: REGULATION OF PROFESSIONAL SERVICES

## Licensing and Regulation

Number of license registration and certification applications acted upon (initial registration)	193,789
Percentage of licensed professionals with one or more complaints in the last three (3) years	.0022%
Percentage of applications acted upon within two (2) days of filing	100%
Number of investigations on administrative complaints	1,768
Number of licensed, registered or certified professionals with three or more recorded complaints or breaches over the last three (3) 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%