

XXXI. CIVIL SERVICE COMMISSION

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STRATEGIC OBJECTIVES

SECTOR OUTCOME

People-centered, innovative, clean, efficient, effective, and inclusive delivery of public goods and services

ORGANIZATIONAL OUTCOME

Improved quality of civil servants

PERFORMANCE INFORMATION

ORGANIZATIONAL OUTCOMES (Oos) / PERFORMANCE INDICATORS (PIs)

BASELINE

2019 TARGETS

Improved quality of civil servants

CIVIL SERVICE HUMAN RESOURCE GOVERNANCE PROGRAM

CIVIL SERVICE HR POLICY AND INFORMATION MANAGEMENT SUB-PROGRAM

Outcome Indicators

1. Number of users utilizing data for policy and program development of agencies

N / A

2,000

2. Percentage of stakeholders who rate the policies as satisfactory or better

2016 = 88.29%

75%

2017 = 92.06%

3. Number of accredited agencies with PRIME HRM Bronze Level Award

43 agencies

100 agencies

4. Number / Percentage of agencies with functional Strategic Performance Management System (SPMS)

Output Indicators

1. Number of assisted agencies compliant with PRIME HRM Systems

123 agencies

89 agencies

(Maturity Level 2: Process-defined HR Systems)

[RECOGNITION]

2. Timely updating of Government Human Resource Inventory (Annual)

2016 IGHR released in 8/1/2017

2018 IGHR released in 7/1/2019

3. Percentage / number of authenticated copies of requested records issued within prescribed time

100%

100%

PUBLIC ASSISTANCE SUB-PROGRAM

Outcome Indicator

1. Percentage / number of Frontline Service Offices (FSO) with Report Card Survey passing rate

81.65%

65%

Output Indicators

1. Resolution rate (of received and referred complaints via PACD / CCB / 8888)

89.40%

90%

2. Percentage / number of Frontline Service Offices (FSO) covered with Report Card Survey

100%

100%

CIVIL SERVICE PROFESSIONALIZATION AND WORKPLACE COOPERATION PROGRAM

CIVIL SERVICE PROFESSIONALIZATION SUB-PROGRAM

Outcome Indicators

1. Number of eligibles absorbed in the government using their Certificate of Eligibility for the first time

N / A

1,000

2. Number / Percentage of appointments acted upon over appointments received

N / A

50%

GENERAL APPROPRIATIONS ACT, FY 2019

Output Indicators

1. Number / percentage increase in the pool of eligibles	N / A	47,000
2. Number of civil service examination conducted according to time and venue planned	9	10
3. Percentage of appointments acted upon over appointments received within one (1) hour and forty-five (45) minutes		

CIVIL SERVICE CAPABILITY BUILDING SUB-PROGRAM

Outcome Indicator

1. Number of agencies reporting application of learning (Level 3 Learning & Development Evaluation of Behavior/Application)	N / A	20 agencies
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Output Indicators

1. Number / percentage of Learning & Development participant days	103,000	105,000
2. Overall Learning and Development Satisfaction Rating	97.70% VS with 40% Excellent Rating	94% at least VS

PUBLIC SECTOR UNIONISM SUB-PROGRAM

Outcome Indicator

1. Percentage of CNA-related disputes resolved through amicable settlement	42.86%	50%
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Output Indicators

1. Number of agencies with accredited public sector unions	835	945
2. Number of accredited PSUs with CNAs	450	690

ADMINISTRATIVE JUSTICE PROGRAM

Outcome Indicator

1. Administrative Case Disposition Rate (Promulgation Rate)	72%	55%
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Output Indicator

1. Case resolution rate	90%	70%
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