

**XXXI. CIVIL SERVICE COMMISSION**

**A. CIVIL SERVICE COMMISSION**

**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**

<u>ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)</u>	<u>BASELINE</u>	<u>2021 TARGETS</u>
Improved quality of civil servants		
<b>CIVIL SERVICE HUMAN RESOURCE GOVERNANCE PROGRAM</b>		
<b>CIVIL SERVICE HR POLICY AND INFORMATION MANAGEMENT SUB-PROGRAM</b>		
Outcome Indicators		
1. Number of users utilizing data for policy and program development of agencies	70,000	70,000
2. Percentage of stakeholders who rate the policies as satisfactory or better	70%	85%
3. Number of accredited agencies with PRIME HRM Bronze Level Award	56	181
Output Indicators		
1. Number of assisted agencies compliant with PRIME HRM Systems (Maturity Level 2: Process-defined HR Systems) [RECOGNITION]	181	389
2. Timely updating of Government Human Resource Inventory (Annual)	2018 IGHR posted in the CSC website on July 26, 2019	2020 IGHR released in July 2021
3. Percentage / number of authenticated copies of requested records issued within prescribed time	100%	100%
<b>PUBLIC ASSISTANCE SUB-PROGRAM</b>		
Outcome Indicator		
1. Percentage / number of Frontline Service Offices (FSO) with Report Card Survey passing rate	N / A	N / A
Complaints resolution rate	N / A	N / A
Output Indicators		
1. Resolution rate (of received and referred complaints via PACD / CCB / 8888)	90%	N / A
2. Percentage / number of Frontline Service Offices (FSO) covered with Report Card Survey	N / A	N / A
Complaints referral rate	N / A	For baseline setting

## GENERAL APPROPRIATIONS ACT, FY 2021

**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	12,000	14,000
2. Number / Percentage of appointments acted upon over appointments received	55%	55%

## Output Indicators

1. Number / percentage increase in the pool of eligibles	48,880	50,835
2. Number of civil service examination conducted according to time and venue planned	12	12

**CIVIL SERVICE CAPABILITY BUILDING SUB-PROGRAM**

## Outcome Indicator

1. Number of agencies reporting application of learning (Level 3 Learning & Development Evaluation of Behavior/Application)	20	60
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## Output Indicators

1. Number / percentage of Learning & Development participant days	115,000	126,000
2. Overall Learning and Development Satisfaction Rating	94% at least VS	95% at least VS

**PUBLIC SECTOR UNIONISM SUB-PROGRAM**

## Outcome Indicator

1. Percentage of CNA-related disputes resolved through amicable settlement	49%	51%
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## Output Indicators

1. Number of agencies with accredited public sector unions	1,008	1,079
2. Number of accredited PSUs with CNAs	840	1,010

**ADMINISTRATIVE JUSTICE PROGRAM**

## Outcome Indicator

1. Administrative Case Disposition Rate (Promulgation Rate)	52.6%	62%
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## Output Indicator

1. Case resolution rate	70%	77%
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