

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>2022 TARGETS</u>
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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	70,000	132,000
2. Percentage of stakeholders who rate the policies as satisfactory or better	85%	85%
3. Number of accredited agencies with PRIME HRM Bronze Level Award	93	93
Output Indicators		
1. Number of assisted agencies compliant with PRIME HRM Systems (Maturity Level 2: Process-defined HR Systems) [RECOGNITION]	108	
2. Number of HRM system recognized	313	313
3. PRIME-HRM Accreditation Award	60	60
4. Timely updating of Government Human Resource Inventory (Annual)	2018 IGHR posted in the CSC website on July 26, 2019	2021 IGHR released in July 31, 2021
5. Percentage/number of authenticated copies of requested records issued within prescribed time	100%	100%

PUBLIC ASSISTANCE SUB-PROGRAM

Outcome Indicator

1. Complaints resolution rate	90%	90%
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Output Indicator

1. Complaints referral rate	90% of complaints referred to concerned agency/office within three (3) working days	100% of complaints referred to concerned agency/office within three (3) working days
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CIVIL SERVICE PROFESSIONALIZATION AND WORKPLACE COOPERATION PROGRAM

CIVIL SERVICE PROFESSIONALIZATION SUB-PROGRAM

GENERAL APPROPRIATIONS ACT, FY 2022

Outcome Indicators

1. Number of eligibles absorbed in the government using their Certificate of Eligibility for the first time	10,938	10,938
2. Number/Percentage of appointments acted upon over appointments received	55%	60%

Output Indicators

1. Number/percentage increase in the pool of eligibles	12,816	12,816
2. Number of civil service examination conducted according to time and venue planned	8	8

CIVIL SERVICE CAPABILITY BUILDING SUB-PROGRAM**Outcome Indicator**

1. Number of agencies reporting application of learning (Level 3 Learning & Development Evaluation of Behavior/Application)	30	30
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Output Indicators

1. Number / percentage of Learning & Development participant days	100,000	100,000
2. Overall Learning and Development Satisfaction Rating	95% at least VS	95% at least VS

PUBLIC SECTOR UNIONISM SUB-PROGRAM**Outcome Indicator**

1. Percentage of CNA-related disputes resolved through amicable settlement	51%	53%
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Output Indicators

1. Number of agencies with accredited public sector unions	1,079	1,160
2. Number of accredited PSUs with CNAs	1,010	1,200

ADMINISTRATIVE JUSTICE PROGRAM**Outcome Indicator**

1. Administrative Case Disposition Rate (Promulgation Rate)	60%	60%
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Output Indicator

1. Case resolution rate	75%	75%
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