

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

ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)	BASELINE	2025 TARGETS
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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. Percentage of the number of CSC website users who rated their experience at least Very Satisfactory	N/A	70%
2. Percentage of stakeholders who rate the policies as satisfactory or better	85%	85%
3. Number of agencies meeting Maturity Level 2, 3, or 4 in all HR areas (Bronze/Silver/Gold-Level Award)	93	124

Output Indicators

1. Number of HRM System recognized	313	436
2. Number of agencies meeting Maturity Level 2 in RSP and PM	60	129
3. Timely updating of Government Human Resource Inventory	2018 IGHR posted in the CSC website on July 26, 2019	IGHR as of June 2025 released on August 31, 2025
4. Percentage of authenticated copies of requested records issued within prescribed time	100%	100%

PUBLIC ASSISTANCE SUB-PROGRAM**Outcome Indicators**

1. Complaints resolution rate	90%	N/A
2. Customer feedback resolution rate	N/A	75%

Output Indicator

1. Complaints referral rate	100%	N/A
2. Customer feedback referral rate	N/A	90%

CIVIL SERVICE PROFESSIONALIZATION AND WORKPLACE COOPERATION PROGRAM**CIVIL SERVICE PROFESSIONALIZATION SUB-PROGRAM****Outcome Indicator**

1. Percentage of appointments acted upon	55%	75%
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Output Indicators

1. Number of days of the release of results/list of passers/eligibles of the Career Service Examination via Pen-and-Paper	N/A	Volume of examinees: a. Aggregate of up to 300k: 59 days b. For every 5k in excess of the 300k: 1 day
2. Number/percentage increase in the pool of eligibles	12,816	N/A
3. Number of slots made available for examinees of various Civil Service Eligibility Examinations	N/A	510,000
4. Efficiency rate in the grant of eligibility under special laws and CSC issuances	N/A	75%

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

1. Number of agencies reporting application of learning (Level 3 Learning & Development Evaluation)	30	59
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Output Indicator

1. Number of civil servants trained	N/A	75,000
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PUBLIC SECTOR UNIONISM SUB-PROGRAM**Outcome Indicator**

1. Percentage of CNA-related disputes resolved through amicable settlement	51%	N/A
2. Percentage of application for CNA registration acted upon within the prescribed timeframe	N/A	85%

Output Indicators

1. Number of agencies with accredited public sector unions	1,079	1,222
2. Number of accredited PSUs with CNAs	1,010	N/A
3. Percentage of petitions for accreditation of employees' organization acted upon within the prescribed timeframe from receipt of DOLE verification	N/A	80%

ADMINISTRATIVE JUSTICE PROGRAM**Outcome Indicator**

1. Percentage of cases decided	60%	44%
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Output Indicators

1. Percentage of promulgated cases decided within one year from filing	75%	N/A
2. Case decongestion rate	N/A	36%