

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>2026 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. Percentage of the number of CSC website users who rated their experience at least Very Satisfactory	N/A	80%
2. Percentage of stakeholders who rate the policies as satisfactory or better	85%	87%
3. Number of agencies meeting Maturity Level 2, 3, or 4 in all HR areas (Bronze/Silver/Gold-Level Award)	93	129

Output Indicators

1. Number of HRM System recognized	313	459
2. Number of agencies meeting Maturity Level 2 in RSP and PM	60	132
3. Timely updating of Government Human Resource Inventory	2018 IGHR posted in the CSC website on July 26, 2019	IGHR as of June 2026 released on August 31, 2026
4. Percentage of authenticated copies of requested records issued within prescribed time	100%	100%

PUBLIC ASSISTANCE SUB-PROGRAM

Outcome Indicator

1. Customer feedback resolution rate	N/A	90%
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Output Indicator

1. Customer feedback referral rate	N/A	90%
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CIVIL SERVICE PROFESSIONALIZATION AND WORKPLACE COOPERATION PROGRAM

CIVIL SERVICE PROFESSIONALIZATION SUB-PROGRAM

Outcome Indicator

1. Percentage of appointments acted upon	55%	86%
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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	CSE-PPT schedule: a. March 2024 - 67 days b. August 2024 - 66 days	Volume of examinees: a. Aggregate of up to 300,000: 59 days b. For every 5,000 in excess of the 300,000: 1 day
2. Number of slots made available for examinees of various Civil Service Eligibility Examinations	788,373	550,000
3. 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	61
Output Indicator		
1. Number of civil servants trained	105,601	81,000
PUBLIC SECTOR UNIONISM SUB-PROGRAM		
Outcome Indicator		
1. Number of CNAs registered in a year	N/A	56
Output Indicators		
1. Number of agencies with accredited public sector unions	1,079	N/A
2. Number of PSEOs accredited in a year	N/A	42
ADMINISTRATIVE JUSTICE PROGRAM		
Outcome Indicator		
1. Percentage of cases decided	53.24%	45%
Output Indicator		
1. Case decongestion rate	N/A	36%