



Interim PES Form 3

NAME OF GOCC: EMPLOYEES' COMPENSATION COMMISSION – DEPARTMENT OF LABOR AND EMPLOYMENT

PERFORMANCE MEASURES				BASELINE DATA (IF AVAILABLE)			CY 2013 TARGETS	CY 2013 ACCOMPLISHMENTS	RATING
DESCRIPTION	FORMULA	WEIGHT	DATA PROVIDER (IF APPLICABLE)	2010	2011	2012			
MFO 1 : Improved and Expanded Benefits and Services									
Quantity 1. Number of issuances to improve the benefits and services and/or expand the coverage of Employees' Compensation Program (ECP) approved by the Board	Number of issuances approved ÷ Number of issuances targeted	22.5	internal	60% (9 /15) issuances approved by the Board	38% (5/13) issuances approved by the Board	133% (8/6) issuances approved by the Board	100% 10 issuances approved by the Board	130% 13 issuances approved by the Board	22.5
Quantity 2: Number of Persons with Work-Related Disability (PWRDs) provided with various rehabilitation services	Number of PWRDs provided with various rehabilitation services ÷ targeted number of PWRDs to be	12.5	Internal	369% 502/136 PWRDs provided with various rehabilitation services	141% 322/229 PWRDs provided with various rehabilitation services	135% 525/390 PWRDs provided with various rehabilitation services	118% 650 PWRDs provided with various rehabilitation services	99.85% 649 PWRDs provided with various rehabilitation services	12.48



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	provided with various rehabilitation services								
Quality 2 : Customer satisfaction feedback for rehabilitation services	No. of positive feedback ÷ total feedback received	12.5	Internal	Not monitored	Not monitored	Not monitored	100% positive feedback	100% positive feedback for 85 feedback forms received	12.5
Quantity 4: Number of companies in ECP advocacy seminars	Number of companies in ECP advocacy seminars ÷ targeted number of participants	12.5	Internal	Not monitored	Not monitored	Not monitored	120%	120%	12.5
							6,500 companies	7,788 companies	
Subtotal of Weights		60							59.98



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MFO 2 : Appealed Cases Disposed									
Quantity: Number of appealed cases disposed within the year	Number of cases disposed ÷ (Number of cases pending as of 01 January + No. of cases received as of 20 November)	20	Internal	91.4% disposition rate (201/220)	94.4% disposition rate (221/234)	98.5% disposition rate (192/195)	100% disposition rate	100% disposition rate (171/171)	20
Timeliness: Number of appealed cases disposed within the process cycle time of 40 working days	Number of cases disposed within the process cycle time ÷ (Number of cases pending as of 01 January + No. of cases received as of 20 November)	10	Internal	79% (158/201)	55% (122/221)	94.3% (181/192)	100%	80% (136/171)	8



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Subtotal of Weights		30						28	
General Administrative Support Services (GASS)									
ECC Quality Management System (QMS) Established									
Quantity: QMS Established through ISO certification							100% of targeted trainings and documentation completed	100% of targeted trainings and documentation completed (6 trainings and documentation completed)	9.75
							Stage 1 audit completed	95% of Stage 1 audit completed (20 out of 21 internal audit of QMS completed)	
Subtotal of Weights		10						9.75	
TOTAL OF WEIGHTS:		100%						97.73	

