



Management System
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Interim PES Form 3

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

PERSPECTIVE	OBJECTIVE	FORMULA	WEIGHT	RATING SCALE	BASELINE			2015 ACCOMPLISHMENT	RATING
					2013	2014	2015 TARGETS		
STAKEHOLDERS / SOCIAL IMPACT	SO1	Empowered Stakeholders							
	SM1	Developed and implemented third-party survey instrument for customer satisfaction measurement	All or Nothing	5%	Number of respondents with satisfactory rating ÷ total number of respondents to the third party survey	Not monitored	Not monitored	Baseline established (Contract between ECC and 3 rd Party CSM Consultant approved and signed)	100% — Contract on Customer Satisfaction Measurement (CSM) and Awareness Survey approved and signed — Survey instruments prepared — CSM and Awareness research proposal accepted — Meetings with 3 rd party CSM consultants conducted — Supplemental budget for CSM survey submitted to DBM for approval

PERSPECTIVE	OBJECTIVE	FORMULA	WEIGHT	RATING SCALE	BASELINE			2015 ACCOMPLISHMENT	RATING	
					2013	2014	2015 TARGETS			
	SO2	Enhanced Benefits								
	SM2	Improved services and enhanced benefits	Absolute Number	15%	Actual number of policies approved + Number of policies targeted to be approved	130% 13/10 issuances approved by the Board	130% 13/10 issuances approved by the Board	10	110% 11/10 issuances approved by the Board	15%
	SM3	PWRDs reintegrated into the economic mainstream through rehabilitation services (PT/OT, Prosthesis and Skills & entrepreneurial training)	Absolute Rate	10%	Percentage of PWRDs with gainful employment + PWRDs provided with rehabilitation services	28%	27%	28%	29% 120/415 PWRDs reintegrated into the economic mainstream issuances approved by the Board	10% 7.95
	<i>For information purposes :</i>					53/187	85/315	116/415	120/415	
	SUB TOTAL OF WEIGHTS			30%						30%
	SO3	Maximized Budget Utilization								
FINANCE	SM4	90% Utilization of COB	All or Nothing	3%	Percent of budget utilized+total budget approved	72%	83%	90%	90%	3%

PERSPECTIVE	OBJECTIVE	FORMULA	WEIGHT	RATING SCALE	BASELINE			2015 ACCOMPLISHMENT	RATING	
					2013	2014	2015 TARGETS			
	SO4 Increased Share of Budget for Services									
	SM5	Increased Budget for Services	All or Nothing	2%	Percent of Budget for Services ÷ Total COB	11.40%	10.07%	10.24%	9.68%	1.89%
	SUB TOTAL OF WEIGHTS			5%						4.89%
	SO5 Increased Availment of Rehabilitation Services for PWRDs									
	SM6	PWRDs provided with rehabilitation services (PT/OT, prosthesis and skills & entrepreneurial training)	Absolute Rate	15%	No. of PWRDs provided with various rehabilitation services ÷ targeted number of PWRDs to be provided with various rehabilitation services	90% 221/245 PWRDs provided with various rehabilitation services	112% 336/300 PWRDs provided with various rehabilitation services	100% 415 PWRDs provided with various rehabilitation services	130% 539/415 PWRDs provided with various rehabilitation services	15%
INTERNAL PROCESS										

PERSPECTIVE	OBJECTIVE	FORMULA	WEIGHT	RATING SCALE	BASELINE			2015 ACCOMPLISHMENT	RATING	
					2013	2014	2015 TARGETS			
	SO6	Prompt and Fair Resolution of Cases								
	SM7	Appealed cases disposed within the process cycle time of 20 working days	Absolute Rate	15%	Number of cases disposed within the process cycle time ÷ Number of cases disposed	80% 136/171	100% 139/139	80%	100% 131/131	15%
	SO7	Intensified ECP Information Dissemination								
	SM8	Increased number of companies and participants in ECP advocacy seminars	Absolute Number	10%	No. of companies covered in ECP advocacy seminars ÷ targeted number of companies	120% 7,788/6,500 companies	141% 9,894/7,000 companies	11,000 companies	111% 12,203/11,000 companies	10%
				10%	No. of participants attended in ECP advocacy seminars ÷ targeted number of participants	127% 16,513/13,000 participants	154% 23,099/15,000 participants	25,000 participants	101% 25,300/25,000 participants	10%
	SUB TOTAL OF WEIGHTS			50%					50%	

