



Interim PES Form 3

NAME OF GOCC: EMPLOYEES' COMPENSATION COMMISSION – OCCUPATIONAL SAFETY AND HEALTH CENTER
DEPARTMENT OF LABOR AND EMPLOYMENT

PERSPECTIVE	COMPONENT				BASELINE DATA				2018 ACCOMPLISHMENT	RATING	
	OBJECTIVE/MEASURE	FORMULA	WEIGHT	RATING SCALE	2015	2016	2017	TARGET			
STAKEHOLDERS / CUSTOMERS	SO 1	ENSURED SATISFACTION OF STAKEHOLDERS									
	SM1	Percentage of Satisfied Customers	Number of respondents who gave a rating of at least Satisfactory / Total number of Respondents	10%	(Actual / Target) x Weight If less than 80% = 0%	N/A	N/A	Established Baseline	90%	Report on 2018 ECC-OSHC Customer Satisfaction Measurement Survey conducted by Fernando Paragas Marketing and Management Consultancy (FPMMC) shows an overall net satisfaction rating of 92.7%.	10%
	SM2	Increase number of Persons with Work-Related Disability (PWRDs) provided with rehabilitation services that are reintegrated to economic mainstream	Number of PWRDs with gainful employment and livelihood for the current year / PWRDs provided with rehabilitation services from the previous year	15%	Above 25% = 15% 23% to 25% = 10% Below 22% = 0%			25%	25%	33.72% (205/608)	15%
			SUB-TOTAL	25%							25%

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	OBJECTIVE/MEASURE	FORMULA	WEIGHT	RATING SCALE	2015	2016	2017	TARGET			
FINANCIAL	SO 2	MAXIMIZED BUDGET UTILIZATION									
	SM3	Efficient utilization of Corporate Operating budget	Total Budget Utilized / Total DBM Approved Budget	10%	All or Nothing	ECC – 90% OSHC – 95%	ECC – 72% OSHC – 90%	90%	90%	ECC – 73% OSHC – 75.25%	0%
			SUB-TOTAL	10%							0%
INTERNAL PROCESS	SO 3	ENHANCE EC BENEFITS THROUGH POLICY ISSUANCES									
	SM4	Increase number of approved EC Policy Issuances to enhance benefits and improve services	Total number of EC Policy issuances geared towards the enhancement of benefits and services	10%	(Actual / Target) x Weight	11	6	5	6	133% (8/6)	10%
	SO 4	PROMPT AND FAIR RESOLUTION OF CASES									
	SM5	Efficient Disposition of Appealed Cases within the Process Cycle Time (PCT)	Number of cases acted upon with 20 working days from receipt of appeal / Number of cases as of 30 November	15%	(Actual / Target) x Weight 0% = if less than 80%	79.57%	100%	100%	100%	100% Appealed cases disposed within 20 working days (103/103)	15%

PERSPECTIVE	COMPONENT				BASELINE DATA				2018 ACCOMPLISHMENT	RATING
	OBJECTIVE/MEASURE	FORMULA	WEIGHT	RATING SCALE	2015	2016	2017	TARGET		
					SO 5	INCREASE AVAILMENT OF REHABILITATION SERVICES FOR PWRDs				
SM6	PWRDs facilitated with rehabilitation services (PT/OT, Prosthesis and Skills, and Entrepreneurial Training)	Number of PWRDs with valid requests provided with rehabilitation /Total Number of PWRDs with complete documents	10%	All or nothing	130%	129%	100%	100%	105.79% (694/656)	10%
SO 6	IMPROVED AWARENESS AND CAPACITY IN PRIORITY AREAS									
SM7	Increase the number of new batches for the Mandatory Occupational Safety and Health (OSH) Trainings conducted	Actual number of batches provided with OSH Trainings conducted	10%	All or Nothing	71	186	130	130	174.61% (227/130)	10%
SO 7	EFFICIENT DELIVERY OF TECHNICAL SERVICES									
SM8	Percentage of technical services completed within the process cycle time (PCT)	Number of Technical Services completed within PCT / Total number of Technical Services with valid request	10%	(Actual / Target) x Weight 0% = if less than 95%	97.9%	95%	100%	100% of technical services processed within 30 working days	100% of technical services processed within the 30 days PCT	10%
		SUB-TOTAL	55%							55%

