



### Interim PES Form 3

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

| PERFORMANCE MEASURES  |  |        |  | BASELINE DATA<br>(IF AVAILABLE)  |  |   |  | CY 2015<br>TARGETS   | CY 2015<br>ACCOMPLISH-<br>MENTS   | RATING |
|---|--|--------|--|--|--|---|--|--|---|--------|
| DESCRIPTION   | FORMULA  | WEIGHT | DATA<br>PROVIDER<br><i>(IF APPLICABLE)</i> | 2011   | 2012   | 2013  | 2014   |  |   |        |
| <b>MFO 1 : Improved and Expanded Benefits and Services</b>  |  |        |  |  |  |   |  |  |   |        |
| <b>Quantity 1:</b> Number of issuances to improve the benefits and services and/or expand the coverage of ECP approved by the Board | Number of issuances approved ÷ Number of issuances targeted  | 15     | Internal                                   | 38%<br><br>5/13<br>issuances<br>approved by<br>the Board                               | 133%<br><br>8/6<br>issuances<br>approved by<br>the Board                               | 130%<br><br>13/10<br>issuances<br>approved by<br>the Board                            | 130%<br><br>13/10<br>issuances<br>approved by<br>the Board                             | 100%<br><br>10<br>issuances<br>approved by the<br>Board                            | 110%<br><br>11/10<br>issuances approved<br>by the Board                             | 15     |
| <b>Quantity 2:</b> 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 provided with various rehabilitation services | 15     | Internal                                   | 100%<br><br>126/126<br>PWRDs<br>provided<br>with various<br>rehabilitation<br>services | 117%<br><br>204/175<br>PWRDs<br>provided<br>with various<br>rehabilitation<br>services | 90%<br><br>221/245<br>PWRDs<br>provided<br>with various<br>rehabilitation<br>services | 112%<br><br>336/300<br>PWRDs<br>provided<br>with various<br>rehabilitation<br>services | 100%<br><br>415<br>PWRDs<br>provided with<br>various<br>rehabilitation<br>services | 129%<br><br>539/415<br>PWRDs provided<br>with various<br>rehabilitation<br>services | 15     |

| PERFORMANCE MEASURES  |   |        |                                     | BASELINE DATA<br>(IF AVAILABLE) |               |   |  | CY 2015<br>TARGETS   | CY 2015<br>ACCOMPLISH-<br>MENTS  | RATING |
|---|---|--------|-------------------------------------|---------------------------------|---------------|---|--|--|--|--------|
| DESCRIPTION   | FORMULA   | WEIGHT | DATA<br>PROVIDER<br>(IF APPLICABLE) | 2011                            | 2012          | 2013  | 2014   |  |  |        |
| PWRDs reintegrated into the economic mainstream through rehabilitation services (PT/OT, Prosthesis and Skills & entrepreneurial training) | Percentage of PWRDs with gainful employment + PWRDs provided with rehabilitation services | 10     | Internal                            | Not monitored                   | Not monitored | 28%<br>53/187   | 27%<br>85/315  | 28%<br>116/415   | 29%<br>120/415   | 10     |
| <b>Quantity 3</b> : Development and Implementation of Third Party Survey Instrument for Customer satisfaction measurement                 | All or nothing  | 5      |                                     | Not monitored                   | Not monitored | 100% positive feedback for 85 feedback forms received | 100% positive feedback for 339 feedback forms received | <b>Baseline established</b><br>(Contract between ECC and 3 <sup>rd</sup> Party CSM Consultant approved and signed) | 100%<br>— Contract on Customer Satisfaction Measurement (CSM) and Awareness Survey approved and signed<br>— Survey instruments prepared<br>— CSM and Awareness research proposal accepted<br>— Meetings with 3 <sup>rd</sup> party CSM consultants | 5      |

| PERFORMANCE MEASURES  |  |        |                                     | BASELINE DATA<br>(IF AVAILABLE) |                         |                                      |                                      | CY 2015<br>TARGETS                 | CY 2015<br>ACCOMPLISH-<br>MENTS  | RATING |
|---|--|--------|-------------------------------------|---------------------------------|-------------------------|--------------------------------------|--------------------------------------|------------------------------------|--|--------|
| DESCRIPTION   | FORMULA  | WEIGHT | DATA<br>PROVIDER<br>(IF APPLICABLE) | 2011                            | 2012                    | 2013                                 | 2014                                 |                                    |  |        |
|   |  |        |                                     |                                 |                         |                                      |                                      |                                    | conducted<br>— Supplemental<br>budget for CSM<br>survey<br>submitted to<br>DBM for<br>approval |        |
| <b>Quantity 4:</b> Increased<br>Number of<br>Companies and<br>Participants in<br>ECP advocacy<br>seminars | Number of<br>companies in ECP<br>advocacy seminars<br>÷ targeted number<br>of companies in<br>ECP advocacy<br>seminars       | 10     | Internal                            | Not<br>monitored                | Not<br>monitored        | 120%<br><br>7,788/6,500<br>companies | 141%<br><br>9,894/7,000<br>companies | 100%<br><br>11,000<br>companies    | 111%<br><br>12,203/11,000<br>companies   | 10     |
|   | Number of<br>participants in ECP<br>advocacy seminars<br>÷ targeted number<br>of participants in<br>ECP advocacy<br>seminars | 10     | Internal                            | 107%<br><br>384/360             | 3390%<br><br>11,866/350 | 120%<br><br>16,513/13,000            | 141%<br><br>23,099/15,000            | 100%<br><br>25,000<br>participants | 101%<br><br>25,300/25,000<br>participants  | 10     |
| <b>Subtotal of Weights</b>  |  | 65     |                                     |                                 |                         |                                      |                                      |                                    |  | 65     |
| <b>MFO 2 : Appealed Cases Disposed</b>  |  |        |                                     |                                 |                         |                                      |                                      |                                    |  |        |
| <b>Timeliness:</b> Number<br>of appealed cases<br>disposed within   | Number of cases<br>disposed within the<br>process cycle time ÷   | 15     | Internal                            | 55%<br><br>122/221              | 94.3%<br><br>181/192    | 80%<br><br>136/171                   | 100%<br><br>139/139                  | 80%                                | 100%<br><br>131/131  | 15     |

