



### Interim PES Form 3

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

PERFORMANCE MEASURES				BASELINE DATA (IF AVAILABLE)				CY 2015 TARGETS	CY 2015 ACCOMPLISH- MENTS	RATING
DESCRIPTION	FORMULA	WEIGHT	DATA PROVIDER (IF APPLICABLE)	2011	2012	2013	2014			
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 ECP approved by the Board	Number of issuances approved ÷ Number of issuances targeted	15	Internal	38%  5/13 issuances approved by the Board	133%  8/6 issuances approved by the Board	130%  13/10 issuances approved by the Board	130%  13/10 issuances approved by the Board	100%  10 issuances approved by the Board	110%  11/10 issuances approved by the Board	15
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 provided with various rehabilitation services	15	Internal	100%  126/126 PWRDs provided with various rehabilitation services	117%  204/175 PWRDs 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	129%  539/415 PWRDs provided with various rehabilitation services	15

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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% 53/187	27% 85/315	28% 116/415	29% 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> (Contract between ECC and 3 <sup>rd</sup> 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 <sup>rd</sup> party CSM consultants	5


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									conducted — Supplemental budget for CSM survey submitted to DBM for approval	
Quantity 4: Increased Number of Companies and Participants in ECP advocacy seminars	Number of companies in ECP advocacy seminars ÷ targeted number of companies in ECP advocacy seminars	10	Internal	Not monitored	Not monitored	120%  7,788/6,500 companies	141%  9,894/7,000 companies	100%  11,000 companies	111%  12,203/11,000 companies	10
	Number of participants in ECP advocacy seminars ÷ targeted number of participants in ECP advocacy seminars	10	Internal	107%  384/360	3390%  11,866/350	120%  16,513/13,000	141%  23,099/15,000	100%  25,000 participants	101%  25,300/25,000 participants	10
Subtotal of Weights		65								65
MFO 2 : Appealed Cases Disposed										
Timeliness: Number of appealed cases disposed within	Number of cases disposed within the process cycle time ÷	15	Internal	55%  122/221	94.3%  181/192	80%  136/171	100%  139/139	80%	100%  131/131	15



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the required process cycle time	(Number of cases pending as of 01 January + No. of cases received as of 20 November)									
<b>Subtotal of Weights</b>		<b>15</b>								<b>15</b>
<b>General Administrative Support Services (GASS)</b>										
Maintain ISO Certification	Count of ISO 9001:2008 surveillance audit passed	10				9.75 Stage 1 audit completed	100% ISO 9001:2008 certified (Certificate Register No. 01 100 1432634 issued by TUV Rheinland Cert GmbH)	1 surveillance audit passed	100% Surveillance audit passed ISO 9001:2008 certification maintained (Certificate Register No. 01 100 1432634 issued by TUV Rheinland Cert GmbH)	10
90% Utilization of COB	Percent of budget utilized/total budget approved	3		85%	74%	72%	83%	90%	90%	3
Increased Budget for Services	Percent of Budget for Services ÷ Total COB	2		9.14%	11.51%	21.83%	10.07%	10.24%	9.68%	1.89

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Percent of staff trained based on competency gaps identified under the Quality Management System	Total number of staff with competency gaps trained ÷ total number of staff with competency gaps needed to be trained	5		Not monitored	Not monitored	Not monitored	Not monitored	80% (158)	125% (198/158)	5
<b>Subtotal of Weights</b>		20								19.89
<b>TOTAL OF WEIGHTS:</b>		100								99.89

Certified Correct:

  
**AURORA I. QUILANDRINO**  
 Chief, PPSMD

26 February 2015

  
**MARIA TERESA M. URBANO**  
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Approved by:

  
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