



**Interim PES Form 3**

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

PERSPECTIVE	OBJECTIVE	FORMULA	WEIGHT	RATING SCALE	BASELINE					2017 ACCOMPLISHMENT	RATING
					2013	2014	2015	2016	TARGET		
STAKEHOLDERS / SOCIAL IMPACT	<b>SO1</b>	<b>Empowered Stakeholders</b>									
	SM1	Developed and implemented third-party survey instrument for customer satisfaction measurement	Third Party Survey	5%	All or nothing	N/A	N/A	100% Accomplishment	93% Satisfactory Rating	Established Baseline	- Report on 2017 ECC and OSHC Customer Satisfaction Measurement (CSM) Survey conducted by Fernando Paragas Marketing and Management Consultancy (FPMC) shows an overall satisfaction rating of 99.5% and 97.9%, respectively.

PERSPECTIVE	OBJECTIVE	FORMULA	WEIGHT	RATING SCALE	BASELINE					2017 ACCOMPLISHMENT	RATING	
					2013	2014	2015	2016	TARGET			
											- 3 <sup>rd</sup> Party CSM Contract Awards to Fernando Paragas Marketing and Management Consultancy (FPMMC) dated 20 December 2017 for ECC and 27 November 2017 for OSHC	
	SM2	Persons with Work-related Disability (PWRDs) provided with rehabilitation services that are reintegrated into the economic mainstream	Percentage of PWRDs with gainful employment for the current year + PWRDs provided with rehabilitation services from the previous year	10%	- 25% and above = 10% - 23% to 25% = 7% - 22% and below = 0	28%	27%	29%	35%  160 PWRDs reintegrated into the economic mainstream	25% of PWRDs provided with rehabilitation services in 2016 reintegrated into economic mainstream  (25% of 590 = 148)	26.27%  155 PWRDs reintegrated into the economic mainstream  Note: Rating scale was not revised based on agreed figures (25%) during the ECC-GCG Technical Panel Meeting in 2017	10%
FINANCE	SO2	<b>Maximized Budget Utilization</b>										
	SM3	90% Utilization of COB	Percent of budget utilized + total budget approved	5%	All or nothing	ECC – 72%  OSHC- 91%	ECC - 83%  OSHC- 97%	ECC - 90%  OSHC-95%	ECC - 72%  OSHC – 90%	90%	90% - ECC  OSHC – 59%	0%

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					2013	2014	2015	2016	TARGET			
<b>INTERNAL PROCESS</b>	<b>SO3</b>	<b>Enhanced EC Benefits through Policy Issuances</b>										
	SM4	Number of EC policy issuances to enhance benefits and improve services approved	Number of EC policy issuances geared towards the enhancement of benefits and services implemented for the year	10%	(Actual + Target x Weight)	13	13	11	5	5	13	10%
	<b>SO4</b>	<b>Prompt and Fair Resolution of Cases</b>										
	SM5	Appealed cases disposed within the process cycle time of 20 working days	Number of cases disposed within the PCT + Number of cases disposed	15%	(Actual + Target x Weight)	80% (PCT of 40 working days)	100% (PCT of 40 working days)	79.57% 74/93	100% 131/131	100% Appealed cases disposed within 20 working days	100% 118/118	15%
	<b>SO5</b>	<b>Increased Availment of Rehabilitation Services for PWRDs</b>										
	SM6	PWRDs facilitated with rehabilitation services (PT/OT, prosthesis and skills and entrepreneurial training)	Percentage of PWRDs with valid request that are provided with rehabilitation services	10%	All or nothing	90% 221/245	112% 336/300	130% 539	129%	100%	102% 608/598	10%

PT/OT	271
Prosthesis	53
Skills/Entrep	284

