



	COMPONENT					TARGET	ACTUAL	
	Strategic Objective (SO)/Strategic Measure (SM)	Formula	Weight	ECC Score	Rating System			
STAKEHOLDER / CUSTOMERS	SO1	Ensured Satisfaction Of Stakeholders						
	SM1	Percentage of satisfied customers	Number of respondents who gave a rating of at least satisfactory ÷ total number of respondents	10.00%	TBD	(Actual ÷ Target) x Weight 0% — If less than 80%	90%	On going data gathering and conduct of CSM.
	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	15.00%	15.00%	25% and above = 15% 22% to 24% = 10% Below 22% = 0%	25% of PWRDs provided with rehabilitation services that are reintegrated to economic mainstream (25% of 394 = 99)	35.53%
		Sub-Total		25.00%	15.00%			
FINANCE	SO2	Maximized Budget Utilization						
	SM3	Efficient utilization of corporate operating budget	Total disbursement (net of PS) ÷ Total DBM Approved Corporate Operating Budget (net of PS)[1]	10.00%	0.00%	All or nothing	Not lower than 90% but not exceeding 100%	AVE. BU RATE: 57.93% ECC - 45.69% OSCH - 73.05%
		Sub-Total		10.00%	0.00%			
INTERNAL PROCESS	SO3	Enhanced 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	10.00%	10.00%	(Actual ÷ Target) x Weight	5 policies	Approved 8 policies in 2021.
	SO4	Prompt and Fair Resolution of Cases						
	SM5	Efficient Disposition of Appealed Cases within the Process Cycle Time (PCT)	Number of cases acted upon within PCT from docketing of appeal ÷ Number of cases as of 30 November	15.00%	0.00%	(Actual ÷ Target) x Weight 0% = If less than 80%	100% Appealed Cases disposed within the Applicable Processing Time[2]	73.91%
	SO5	Increased 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	10.00%	10.00%	All or nothing	100% of PWRDs with valid requests provided with rehabilitation services	100%
	SO6	Improved Awareness and Capacity in Priority Areas						
	SM7	Increase the number of new batches for the mandatory Occupational Safety and Health (OSHC) trainings for Safety Officers conducted	Actual number of batches provided for safety officers in compliance with R. A. No. 11058	5.00%	5.00%	All or nothing	175 new batches of OSHC trainings	659
SO7	Efficient Delivery of Technical Services							
SM8	Percentage of technical services completed within the process cycle time (PCT)[3]	Number of technical services completed within PCT ÷ total number of technical services with valid request	10.00%	10.00%	(Actual ÷ Target) x Weight 0% = if less than 95%	100% of Technical Services completed within the prescribed PCT	100.00%	
		Sub-Total		50.00%	35.00%			
LEARNING AND GROWTH	SO8	Maintenance and Implementation of a Quality Management System						
	SM9	Improve Quality Management System	Actual accomplishment	5.00%	5.00%	All or nothing	Pass Surveillance Audit on ISO Certification 9001:2015	ECC: certified on 23 November 2021 OSHC: certified on 16 December 2021
	SO9	Development of Human Resources Capabilities						
	SM10	Percentage of Employees with Required Competencies Met	Competency Baseline[4] 2021 - Competency Baseline 2020	5.00%	5.00%	All or nothing	Improvement on the Competency of the Organization based on the 2020 year-end assessment	In 2021, there is improvement in ECC-OSHC Competencies based on 2020 year-end assessment. Please refer to competency reports. ECC-OSHC joint meeting conducted.
	SM11	Integration of ECC and OSHC Structure, Operations, Systems, and Procedures	Actual Accomplishment	5.00%	5.00%	All or Nothing	Submission of Complete Documentary Requirements for Proposed Restructuring Plan[5]	Prepared a proposed ECC-OSHC integrated structure which was part of the discussion during the meeting held on October 11, 2021. Conducted in-house Current State Assessment
		Sub-Total		15.00%	15.00%			
	TOTAL			100.00%	65.00%			

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