

**EMPLOYEES' COMPENSATION COMMISSION
OCCUPATIONAL SAFETY AND HEALTH CENTER**

PERSPECTIVE	STRATEGIC OBJECTIVES AND SUCCESS MEASUREMENT	FORMULA/ SOURCE	WEIGHT	RATING SYSTEM	BASELINE DATA					PROPOSED TARGET	
					PRIOR YEAR 1 2016	PRIOR YEAR 2 2017	PRIOR YEAR 3 2018	PRIOR YEAR 4 2019	PRIOR YEAR 5 2020 (RECALIBRATED)		
STAKEHOLDERS	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%	(Actual / Target) x Weight 0% = If less than 80%	N/A	N/A	Establish baseline Satisfactory rating	Satisfactory rating	Satisfactory rating	Satisfactory rating
	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%	25% and above = 15% 22% to 24% = 10% Below 22% = 0%	35% 160 PWRDs reintegrated into the economic mainstream	35% 160 PWRDs reintegrated into the economic mainstream	25% of PWRDs provided with rehabilitation services reintegrated into economic mainstream	25% of PWRDs provided with rehabilitation services reintegrated into economic mainstream	20% of PWRDs provided with rehabilitation services reintegrated into economic mainstream	25% of PWRDs provided with rehabilitation services reintegrated into economic mainstream
FINANCE	SO2	MAXIMIZED BUDGET UTILIZATION									
	SM3	Efficient Utilization of Corporate Operating Budget	Total Budget Utilized / Total DBM Approved Budget	10%	All or nothing	ECC-82% OSHC-90%	ECC-82% OSHC-90%	ECC-90% OSHC-59%	90%	75%	90%

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*PES Form 2
Performance Scorecard 2021*

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					PRIOR YEAR 1 2016	PRIOR YEAR 2 2017	PRIOR YEAR 3 2018	PRIOR YEAR 4 2019	PRIOR YEAR 5 2020 (RECALIBRATED)		
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%	(Actual ÷ Target) x Weight	5	5	6	5	6	5
	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 receipt of complete documents ÷ Number of cases as of 30 November	15%	(Actual ÷ Target) x Weight 0% = If less than 80%	100% 131/131	100% Appealed cases disposed within 20 working days	100% Appealed cases disposed within 20 working days	100% Appealed cases disposed within 20 working days	80% Appealed cases disposed within 20 working days	100% Appealed cases disposed within 20 working days
	SO5	INCREASED AVAILMENT OF REHABILITATION SERVICES FOR PWRDs									
	SM6	PWRDs facilitated with rehabilitation services (PT/OT, prosthesis and skills & entrepreneurial training)	Number of PWRDs with valid requests provided with rehabilitation ÷ Total Number of PWRDs with complete documents	10%	All or nothing	129% 590/456	102% 608/598	100% of PWRDs with valid requests provided with rehabilitation services	100% of PWRDs with valid requests provided with rehabilitation services	100% of PWRDs with valid requests provided with rehabilitation services	100% of PWRDs with valid requests provided with rehabilitation services

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	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 RA11058	10%	All or Nothing	57	130 new batches of OSH Trainings	130 new batches of OSH Trainings	145 new batches of OSH trainings	76 new batches of OSH trainings	146 new batches of OSH trainings
	SO7	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%	95%	100% of technical services processed within 30 working days	100% of technical services processed within 30 working days	100% of technical services processed within 20 working days	100% of technical services processed within 20 working days	100% of technical services processed within 20 working days
LEARNING AND GROWTH	SO8	MAINTENANCE AND IMPLEMENTATION OF A QUALITY MANAGEMENT SYSTEM									
	SM9	Improve Quality Management System	Actual Accomplishment	5%	All or nothing	ISO 9001:2015 Certified	ISO certification of all processes under 9001:2015	Pass surveillance audit on ISO certification 9001:2015	Pass surveillance audit on ISO certification 9001:2015	Pass surveillance audit on ISO certification 9001:2015	Pass surveillance audit on ISO certification 9001:2015

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	SO9	DEVELOPMENT OF HUMAN RESOURCES CAPABILITIES									
	SM 10	Percentage of Employees with Required Competencies Met	Number of employees meeting the required level of technical competency/ Total number of employees with technical competency requirements	5%	All or nothing	Competency/ Model Framework developed	Establish Competency Baseline of the Organization	80% Attainment of the organizational and core competency gaps of ECC and OSHC staff	100% Attainment of the organizational and core competency gaps of ECC and OSHC staff	20% Improvement on the competency of the Organization based on the 2019 yearend assessment	40% Improvement on the competency (leadership & technical) of the Organization based on the 2019 yearend assessment
		TOTAL		100%							

Prepared:


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22 September 2020