



Interim PES Form 3

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

| PERSPECTIVE | OBJECTIVE | FORMULA | WEIGHT | RATING SCALE | BASELINE | | | 2015 ACCOMPLISHMENT | RATING |
|------------------------------|-----------|---|----------------|--------------|--|---------------|---------------|--|---|
| | | | | | 2013 | 2014 | 2015 TARGETS | | |
| STAKEHOLDERS / SOCIAL IMPACT | SO1 | Empowered Stakeholders | | | | | | | |
| | SM1 | Developed and implemented third-party survey instrument for customer satisfaction measurement | All or Nothing | 5% | Number of respondents with satisfactory rating ÷ total number of respondents to the third party survey | Not monitored | Not monitored | Baseline established (Contract between ECC and 3 rd 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 rd party CSM consultants conducted — Supplemental budget for CSM survey submitted to DBM for approval |

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|----------------|-----------------------------------|---|-----------------|--------------|---|---|---|---------------------|--|-------------|
| | | | | | 2013 | 2014 | 2015 TARGETS | | | |
| | SO2 | Enhanced Benefits | | | | | | | | |
| | SM2 | Improved services and enhanced benefits | Absolute Number | 15% | Actual number of policies approved + Number of policies targeted to be approved | 130% 13/10 issuances approved by the Board | 130% 13/10 issuances approved by the Board | 10 | 110% 11/10 issuances approved by the Board | 15% |
| | SM3 | PWRDs reintegrated into the economic mainstream through rehabilitation services (PT/OT, Prosthesis and Skills & entrepreneurial training) | Absolute Rate | 10% | Percentage of PWRDs with gainful employment + PWRDs provided with rehabilitation services | 28% | 27% | 28% | 29% 120/415 PWRDs reintegrated into the economic mainstream issuances approved by the Board | 10% 7.95 |
| | <i>For information purposes :</i> | | | | | 53/187 | 85/315 | 116/415 | 120/415 | |
| | SUB TOTAL OF WEIGHTS | | | 30% | | | | | | 30% |
| | SO3 | Maximized Budget Utilization | | | | | | | | |
| FINANCE | SM4 | 90% Utilization of COB | All or Nothing | 3% | Percent of budget utilized+total budget approved | 72% | 83% | 90% | 90% | 3% |

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|-------------------------|---|---|----------------|--------------|---|--|---|---|---|-------|
| | | | | | 2013 | 2014 | 2015 TARGETS | | | |
| | SO4 Increased Share of Budget for Services | | | | | | | | | |
| | SM5 | Increased Budget for Services | All or Nothing | 2% | Percent of Budget for Services ÷ Total COB | 11.40% | 10.07% | 10.24% | 9.68% | 1.89% |
| | SUB TOTAL OF WEIGHTS | | | 5% | | | | | 4.89% | |
| | SO5 Increased Availment of Rehabilitation Services for PWRDs | | | | | | | | | |
| | SM6 | PWRDs provided with rehabilitation services (PT/OT, prosthesis and skills & entrepreneurial training) | Absolute Rate | 15% | No. of PWRDs provided with various rehabilitation services ÷ targeted number of PWRDs to be 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 | 130% 539/415 PWRDs provided with various rehabilitation services | 15% |
| INTERNAL PROCESS | | | | | | | | | | |

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|-------------|-----------------------------|--|-----------------|--------------|---|------------------------------------|------------------------------------|---------------------|------------------------------------|-----|
| | | | | | 2013 | 2014 | 2015 TARGETS | | | |
| | SO6 | Prompt and Fair Resolution of Cases | | | | | | | | |
| | SM7 | Appealed cases disposed within the process cycle time of 20 working days | Absolute Rate | 15% | Number of cases disposed within the process cycle time ÷ Number of cases disposed | 80% 136/171 | 100% 139/139 | 80% | 100% 131/131 | 15% |
| | SO7 | Intensified ECP Information Dissemination | | | | | | | | |
| | SM8 | Increased number of companies and participants in ECP advocacy seminars | Absolute Number | 10% | No. of companies covered in ECP advocacy seminars ÷ targeted number of companies | 120% 7,788/6,500 companies | 141% 9,894/7,000 companies | 11,000 companies | 111% 12,203/11,000 companies | 10% |
| | | | | 10% | No. of participants attended in ECP advocacy seminars ÷ targeted number of participants | 127% 16,513/13,000 participants | 154% 23,099/15,000 participants | 25,000 participants | 101% 25,300/25,000 participants | 10% |
| | SUB TOTAL OF WEIGHTS | | | 50% | | | | | 50% | |

