

## EMPLOYEES' COMPENSATION COMMISSION

|              | Component         |                                      |   |        | Baseline Data   |                         | Target                        |      |      |
|--------------|-------------------|--------------------------------------|---|--------|---|-------------------------|-------------------------------|------|------|
|              | Objective/Measure |                                      | Formula   | Weight | Rating System   | 2017                    | 2018                          | 2019 | 2020 |
| STAKEHOLDERS | SO 1              | Ensured Satisfaction of Stakeholders |   |        |   |                         |                               |      |      |
|              | SM 1              | Percentage of Satisfied Customers    | Number of respondents who gave a rating of at least Satisfactory / Total number of Respondents <sup>1</sup> | 10%    | (Actual / Target) x Weight<br><br>0% = If less than 80% | No baseline established | Accomplishment not acceptable | 90%  | 90%  |

<sup>1</sup> Total respondents should include ECC and OSHC clients following the sampling methodology prescribed by the GCG.

|           | Component         |  |  |            |   | Baseline Data |        | Target |   |
|-----------|-------------------|--|--|------------|---|---------------|--------|--------|---|
|           | Objective/Measure |  | Formula  | Weight     | Rating System   | 2017          | 2018   | 2019   | 2020                                      |
|           | SM 2              | 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%        | 29% and above = 15%<br><br>22% to 28% = 10%<br><br>Below 22% = 0% | 24.75%        | 33.72% | 25%    | 29% <sup>2</sup>                          |
|           |                   |  | <b>Sub-Total</b>   | <b>25%</b> |   |               |        |        |   |
| FINANCIAL | SO 2              | Maximized Budget Utilization   |  |            |   |               |        |        |   |
|           | SM 3              | Efficient Utilization of Corporate Operating Budget  | Total Budget Utilized / Total DBM Approved Budget  | 10%        | All or Nothing  | 65.93%        | 65.42% | 90%    | Not lower than 90% but not exceeding 100% |
|           |                   |  | <b>Sub-Total</b>   | <b>10%</b> |   |               |        |        |   |

<sup>2</sup> Based on 5-year average of ECC's actual historical performance (2019 based on reported accomplishment of 30%).



| Component         |      |  |  |               | Baseline Data              |      | Target |      |
|-------------------|------|--|--|---------------|----------------------------|------|--------|------|
| Objective/Measure |      | Formula  | Weight   | Rating System | 2017                       | 2018 | 2019   | 2020 |
| INTERNAL PROCESS  | SO 3 | Enhanced EC Benefits through Policy Issuances  |  |               |                            |      |        |      |
|                   | SM 4 | 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 <sup>3</sup> | 10%           | (Actual / Target) x Weight | 13   | 8      | 5    |

<sup>3</sup> Policy pertains to an issuance providing for enhancement of benefits and/or improvement of services issued and approved either by the President of the Philippines or ECC Board. The increase in primary benefits require approval from the President before implementation while increase in the accessory benefits and services only require approval of the Board.

|  | Component         |   |  |        |                            | Baseline Data |                | Target |   |
|--|-------------------|---|--|--------|----------------------------|---------------|----------------|--------|---|
|  | Objective/Measure |   | Formula  | Weight | Rating System              | 2017          | 2018           | 2019   | 2020  |
|  |                   |   |  |        |                            |               |                |        | for the private and public sector.  |
|  | SO 4              | Prompt and Fair Resolution of Cases   |  |        |                            |               |                |        |   |
|  | SM 5              | 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 | 100%          | Not verifiable | 100%   | 100% of Appealed Cases within the Applicable Processing Time <sup>4</sup> |

<sup>4</sup> Applicable processing time based on compliance with Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.



|  | Component         |   |  |               | Baseline Data  |      | Target |      |  |
|--|-------------------|---|--|---------------|----------------|------|--------|------|--|
|  | Objective/Measure | Formula   | Weight   | Rating System | 2017           | 2018 | 2019   | 2020 |  |
|  | SO 5              | Increased Availment of Rehabilitation Services for PWRDs  |  |               |                |      |        |      |  |
|  | SM 6              | 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%           | All or Nothing | 100% | 100%   | 100% | 100%   |
|  | SO 6              | Improved Awareness and Capacity in Priority Areas   |  |               |                |      |        |      |  |
|  | SM 7              | Increase the number of new batches for the Mandatory Occupational Safety and Health (OSH) Trainings conducted | Actual number of batches <sup>5</sup> provided for Safety Officers in compliance with R.A. No. 11058             | 10%           | All or Nothing | 214  | 163    | 145  | 166 new batches of OSH Trainings with minimum number of 25 participants per batch. |

<sup>5</sup> With at least 25 number of participants per batch.

|                     | Component         |   |   |        |                               | Baseline Data                         |   | Target                                    |   |
|---------------------|-------------------|---|---|--------|-------------------------------|---------------------------------------|---|---|---|
|                     | Objective/Measure |   | Formula   | Weight | Rating System                 | 2017                                  | 2018  | 2019                                      | 2020  |
|                     | SO 7              | Efficient Delivery of Technical Services  |   |        |                               |                                       |   |   |   |
|                     | SM 8              | Percentage of technical services <sup>6</sup> completed within the Process Cycle Time (PCT) | Number of Technical Services completed within PCT / Total number of Technical Services with valid request | 10%    | (Actual over Target) x Weight | 100%                                  | 97.51%                                      | 100%                                      | 100% of Technical Services completed within the prescribed PCT <sup>7</sup> |
|                     |                   |   | Sub-Total   | 55%    |                               |                                       |   |   |   |
| LEARNING AND GROWTH | SO 8              | Maintenance and Implementation of a Quality Management System                               |   |        |                               |                                       |   |   |   |
|                     | SM 9              | Improve Quality Management System   | Actual Accomplishment   | 5%     | All or Nothing                | Transition to ISO 9001:2015 standards | Passed Surveillance Audit for ISO 9001:2015 | Pass Surveillance Audit for ISO 9001:2015 | Maintain ISO Certification 9001:2015 <sup>8</sup>                           |

<sup>6</sup> Technical services: (1) Work Environment Measurement; (2) Biological Monitoring for heavy metals and organize solvents; and (3) Personnel Protective Equipment (PPE) Testing

<sup>7</sup> Applicable processing time based on compliance with Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

<sup>8</sup> Should cover both ECC and OSHC processes.

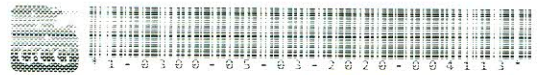


|  | Component         |   |   |               | Baseline Data  |   | Target  |   |   |
|--|-------------------|---|---|---------------|----------------|---|---|---|---|
|  | Objective/Measure | Formula   | Weight  | Rating System | 2017           | 2018  | 2019  | 2020  |   |
|  | SO 9              | Development of Human Resources Capabilities             |   |               |                |   |   |   |   |
|  | SM 10             | Improvement on the Competency Level of the Organization | Competency Baseline <sup>9</sup> - Competency Baseline 2019 | 5%            | All or Nothing | No competency baseline established for ECC and OSHC | 69.10% of employees met the required core and organizational competency | 100% of employees meeting the required core and organizational competency | Improvement on the Competency of the Organization based on the 2019 year-end assessment |
|  |                   |   | Sub-Total   | 10%           |                |   |   |   |   |
|  |                   |   | TOTAL   | 100%          |                |   |   |   |   |

<sup>9</sup> The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

$$\frac{\sum_{b=1}^B \left[ \frac{\sum_{a=1}^A \left( \frac{\text{Actual Competency Level}}{\text{Required Competency Level}} \right)_a}{A} \right]_b}{B}$$

where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled



02 March 2020

**ATTY. SILVESTRE H. BELLO III**

Secretary, Department of Labor and Employment (DOLE)  
and ECC Chairman

**MS. STELLA Z. BANAWIS**

Executive Director

**EMPLOYEES' COMPENSATION COMMISSION (ECC)**

4<sup>th</sup> and 5<sup>th</sup> Floor ECC Bldg., 355 Sen. Gil Puyat Avenue  
Makati City 1209



**RE : TRANSMITTAL OF 2020 PERFORMANCE SCORECARD**

Dear Secretary Bello and Executive Director Banawis,

This is to formally transmit the 2020 Charter Statement and Strategy Map (**Annex A**) and 2020 Performance Scorecard (**Annex B**) of ECC.

The ECC proposed Charter Statement, Strategy Map and Performance Scorecard submitted through its letter dated 19 September 2019<sup>1</sup> were **MODIFIED** based on the discussions made during the Technical Panel Meeting (TPM) held on 14 October 2019 and evaluation of revised documents submitted through its letter dated 29 November 2019<sup>2</sup>.

We take this opportunity to inform ECC that Item 5 of GCG Memorandum Circular No. 2017-02<sup>3</sup> mandates GOCCs to submit Quarterly Monitoring Reports and upload the same in the GOCC's website within thirty (30) calendar days from the close of each quarter. ECC is requested to submit its revised Quarterly Targets based on the attached scorecard upon submission of the 1st Quarter Monitoring Report for 2020.

**FOR ECC'S COMPLIANCE.**

Very truly yours,

**SAMUEL G. DAGPIN, JR.**  
Chairman

**MICHAEL P. CLORIBEL**  
Commissioner

**MARITES C. DORAL**  
Commissioner

<sup>1</sup> Officially received by the Governance Commission on 31 August 2018.

<sup>2</sup> Officially received by the Governance Commission on 29 November 2019.

<sup>3</sup> Interim PES for the GOCC Sector, dated 30 June 2017.



## 2020 CHARTER STATEMENT AND STRATEGY MAP (Annex A)



**VISION:** By 2022, ECC is a nationally-acclaimed institution fully committed to ensuring a well-protected working population through sound, responsive and sustainable policies, programs and services on occupational safety and health (OSH), employees' compensation and rehabilitation of persons with work related disability.

### MISSION

1. To develop and implement effective OSH policies and programs for the promotion of a healthy working population and prevention of work related contingencies.
2. To promptly provide workers and/or their dependents with adequate benefits and rehabilitation and other related services in the event of work-connected accident, injury, illness and death.
3. To manage a sound, strong, and wisely invested State Insurance Fund.

### CORE VALUES

We are God-loving, dedicated and steadfast professionals and public servants.

We stand for integrity, transparency, efficiency, and effectiveness in our office operations.

We deal with our clients and other publics with utmost courtesy, patience, compassion and dedication.

We deliver excellent services promptly and fairly to all.

