**EMPLOYEES’ COMPENSATION COMMISSION – OCCUPATIONAL SAFETY AND HEALTH CENTER**

|  | **Component** | | | | | **Baseline Data** | | | | **Target** | **Proposed Targeta/**  **2024** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Strategic Objective (SO)/ Strategic Measure(SM)** | | **Formula** | **Weight** | **Rating System** | **Prior Year 1**  **2019** | **Prior Year 2**  **2020** | **Prior Year 3**  **2021** | **Prior Year 4**  **2022** | **Prior Year 5**  **2023** |
| **Stakeholders/Customers** | SO 1 | **Ensured Satisfaction of Customers** | | | | | | | | | |
| SM 1 | Percentage of Satisfied Customers – External clients | Number of respondents who gave a rating of at least Satisfactory ÷ Total number of Respondents | 5% | (Actual/ Target) x Weight  0% = If less than 80% | 90%  Overall Satisfaction Rate  ECC: 87%  OSHC: 95% | 93%  Overall Satisfaction Rate  ECC: 90%  OSHC: 99.7% | 94%  Overall Satisfaction Rate  ECC: 88%  OSHC: 99% | 96.1% Overall Satisfaction Rate  96%  Satisfactory rating for Individual Customers | 90%  Satisfactory rating | 90%  Satisfactory rating |
| 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 | 10% | (Actual/ Target) x Weight  0% = If less than 20% | 30%  211  PWRDs reintegrated into the economic mainstream | 30%  268  PWRDs reintegrated into the economic mainstream | 36%  140  PWRDs reintegrated into the economic mainstream | 27%  60  PWRDs reintegrated into the economic mainstream | 25%  of PWRDs provided with rehabilitation services in 2022 reintegrated into the economic mainstream | 25%  of PWRDs provided with rehabilitation services in 2023 reintegrated into the economic mainstream |
| ***Sub-total*** |  |  | **15%** |  |  |  |  |  |  |  |
| **Finance** | SO 2 | **Maximized Budget Utilization** | | | | | | | | | |
| SM 3 | Efficient Utilization of Corporate Operating Budget | Total Obligated ÷ DBM Approved Corporate Operating Budget (COB) | 5% | (Actual/Target) x Weight | ECC: 93%  OSHC: 92% | ECC: 72%  OSHC: 62%  67% Utilization Rate | ECC: 46%  OSHC: 73%  58% Utilization Rate | ECC: 93%  OSHC: 104%  \*based on the proposed revised formula | 90%  Utilization rate | 90% Utilization rate |
| ***Sub-total*** |  |  | **5%** |  |  |  |  |  |  |  |
| **Internal Process** | **SO 3** | **Enhanced EC Benefits through Policy Issuances** | | | | | | | | | |
| SM 4 | Formulate EC Policy Issuances to enhance benefits and improve services | Actual Accomplishment | 10% | All or nothing | 5 | 7 | 8 | 5 | 2 New Policies | 3 New Policies |
| **SO 4** | **Proposed OSH Policies through Research** | | | | | | | | | |
| SM 5 | Complete/ conduct OSH related researches | Total number of completed research submitted to DOLE | 10% | (Actual ÷ Target)  x Weight | N/A | N/A | N/A | N/A | 4 Researches submitted to the Department of Labor and Employment (DOLE) | 5 Researches submitted to the Department of Labor and Employment (DOLE) |
| **SO 5** | **Prompt and Fair Resolution of Cases** | | | | | | | | | |
| SM 6 | Efficient Disposition of Appealed Cases within the Process Cycle Time (PCT)[[1]](#footnote-1) | Number of cases resolved by the Commission ÷ Number of cases docketed | 10% | (Actual ÷ Target)  x Weight | 100%  (75/75)  Appealed cases disposed within 20 working days | 91%  (51/56)  Appealed cases disposed within the prescribed Process Cycle Time (PCT) | 74%  (85/115)  Appealed cases disposed within the prescribed Process Cycle Time (PCT) | 83%  (57/69)  Appealed cases disposed within the prescribed Process Cycle Time (PCT) | 100%  Appealed cases disposed within the applicable prescribed Processing Time | 100%  Appealed cases disposed within the prescribed Process Cycle Time (PCT) |
| **SO 6** | **Improved Awareness and Capacity in Priority Areas** | | | | | | | | | |
| SM 7a | Conduct of Mandatory Occupational Safety and Health (OSH) Training for Safety Officers | Actual number of new batches provided for Safety Officers in compliance with R.A. No. 11058 | 10% | (Actual ÷ Target) x Weight | 284 batches of OSH trainings | 89 batches of OSH trainings | 659 batches of OSH trainings | 642 batches of OSH trainings | 500 new batches of OSH trainings | 500 batches of OSH trainings |
| SM 7b | Increased public awareness on Employees’ Compensation Program (ECP) | Actual number of advocacy seminars to public/private workers/ employers | 10% | (Actual ÷ Target) x Weight | N/A | N/A | N/A | N/A | Conduct of 120 ECC-organized advocacy seminars to public/private workers/ employers | Conduct of 120 ECC-organized advocacy seminars to public/private workers/ employers |
| **SO 7** | **Efficient Delivery of Technical Services** | | | | | | | | | |
| SM 8 | Percentage of technical services completed within the process cycle time (PCT)[[2]](#footnote-2) | Number of Technical Services completed within PCT ÷ Total number of Technical Services with valid request | 10% | (Actual ÷ Target)  x Weight | 100%  of technical services processed within 30 working days  OH examination – 100% (18/18)  PPE testing – 100% (546/546)  WEM – 100% (180/180) | 100%  of technical services processed within 20 working days  OH examination – 100% (10/10)  PPE testing – 100% (349/349)  WEM – 100% (29/29) | 100%  of technical services completed within the prescribed PCT  OH examination – 100% (13/13)  PPE testing – 100% (305/305)  WEM – no requests received | 100%  of technical services completed within the prescribed PCT  OH examination – 100% (16/16)  PPE testing – 100% (430/430)  WEM – 100% (98/98) | 100%  of technical services completed within the prescribed PCT | 100%  of technical services processed within 20-day Process Cycle Time (PCT) |
| ***Sub-total*** |  |  | **60%** |  |  |  |  |  |  |  |
| **Learning and Growth** | **SO 8** | **Maintenance and Implementation of a Quality Management System** | | | | | | | | | |
| SM 9 | Ensure compliance to Quality Management System | Actual Accomplishment | 7.5% | All or nothing | ECC passed the 2nd Surveillance Audit compliant to ISO 9001:2015 on December 11, 2019 | ECC passed Recertification audit on ISO Certification 9001:2015 on December 08, 2020 | ECC passed the 1st Surveillance Audit on ISO Certification 9001:2015 on November 23, 2023 | ECC passed the 2nd Surveillance audit on ISO 9001:2015  Certification for all processes and three (3) REUs on December 12, 2022 | Pass Recertification audit on ISO certification  9001:2015 of ECC’s core processes | Pass the 1st Surveillance Audit on ISO Certification 9001:2015 of core processes[[3]](#footnote-3) |
| SM 10 | Accomplishments of deliverables based on the ISSP | Actual Accomplishment | 7.5% | (Actual ÷ Target) x Weight | N/A | N/A | N/A | N/A | 100% implementation of the ECC ISSP as submitted to the DICT | 100% ISSP implementation of the ISSP/s[[4]](#footnote-4) as submitted to the DICT |
| **SO 9** | **Development of Human Resources Capabilities** | | | | | | | | | |
| SM 11 | Improvement of the Competency Level[[5]](#footnote-5) of ethe Organization | Actual Accomplishment | 2.5% | All or nothing | 98.39%  of ECC and OSHC employees meet the required competency levels for organizational and core competencies | ECC Competency Level: 98%  OSHC Competency Level: \_\_ | ECC Competency Level: 105%  OSHC Competency Level: 100% | ECC Competency Level: 104%  OSHC Competency Level: 99.70% | Improvement on the Competency Level of the Organization | Establishment of Baseline using the Recalibrated Competency Framework of ECC |
|  | Actual Accomplishment | 2.5% | All or nothing | Improvement on the Competency Level of OSHC |
|  | ***Sub-total*** |  |  | **20%** |  |  |  |  |  |  |  |
| **TOTAL** |  |  | **100%** |  |  |  |  |  |  |  |

1. 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. [↑](#footnote-ref-1)
2. 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. [↑](#footnote-ref-2)
3. Covering core processes of both ECC and OSHC. [↑](#footnote-ref-3)
4. Covering ICT projects and information systems of both ECC and OSHC. [↑](#footnote-ref-4)
5. The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

   where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled [↑](#footnote-ref-5)