

CY 2017 PERFORMANCE SCORECARD (ANNEX B)

EMPLOYEES' COMPENSATION COMMISSION

	Objective/ Measure	Component			Rating Scale	Baseline			Target
		Weight	Formula	2014		2015	2016	2017	
STAKEHOLDERS	SO 1	Ensured Satisfaction of Stakeholders							
	SM 1	Developed and implemented third-party survey instrument for customer satisfaction measurement	5%	Third party survey ¹	All or nothing	N/A	N/A	N/A	Establish baseline ²
	SM 2	Persons with Work-related Disability (PWRDs) provided with rehabilitation services that are reintegrated into the economic mainstream	10%	Percentage of PWRDs with gainful employment for the current year / PWRDs provided with rehabilitation from the previous year	10% of weight: above 35% 7% of weight: between 35% to 26% 5% of weight: between 25% to 22% 0% of weight: below 22%	27%	22.26%	35% 160 PWRDs reintegrated into the economic mainstream	25% ³ of PWRDs provided with rehabilitation services reintegrated into economic mainstream

¹ Rating aligned with the General Guidelines for measuring Customer/Stakeholders Satisfaction (Annex B of PES Guidebook)

² Baseline should consider ECC and OSHC services and clients

³ 10% of PWRDs will be able to go back to formal employment while 15% will engage with their own businesses

	Component				Baseline			Target	
	Objective/ Measure	Weight	Formula	Rating Scale	2014	2015	2016	2017	
FINANCE	SO 2	Maximized Budget Utilization							
	SM 3	Corporate Operating Budget Utilization	5%	Percent of budget utilized / Total budget approved	All or nothing	N/A	N/A	N/A	90%
INTERNAL PROCESS	SO 3	Enhanced EC Benefits through Policy Issuances							
	SM 4	Number of EC policy issuances to enhance benefits and improve services approved	10%	Number of EC policy issuances geared towards enhancement of benefits and services implemented for the year	(Actual/Target) x Weight	10	11	5	5
	SO 4	Prompt and Fair Resolution of Cases							
	SM 5	Percentage of appealed cases disposed within the process cycle time (PCT)	15%	Number of cases disposed within PCT / Number of cases disposed	(Actual/Target) x Weight	79.85%	79.57% 74/93	100% 81/81	100% appealed cases disposed within 20 working days

		Component			Baseline			Target
Objective/ Measure	Weight	Formula	Rating Scale	2014	2015	2016	2017	
SO 5	Increased Availment of Rehabilitation Services for PWRDs							
SM 6	PWRDs facilitated with rehabilitation services (PT/OT, prosthesis and skills & entrepreneurial training)	10%	Percentage of PWRDs with valid request that are provided with rehabilitation services	All or nothing	112% (336/300)	130% (539/415)	129% (590/456)	100%
SO 6	Improved Awareness and Capacity in Priority Ares							
SM 7	Increase the number of Mandatory Occupational Safety and Health (OSH) trainings	10%	Number of OSH trainings conducted	(Actual/Target) x Weight	74	71	57	130 new batches of OSH Trainings
SM 8	Implementation of the marketing and communication plan	15%	Percentage completion / Target	(Actual/Target) x Weight	N/A	N/A	N/A	100% completion of marketing/communication plan ⁴

⁴ Includes summits, conferences, advocacy seminar and other forms as identified under the Marketing and Communication Plan for 2017.

	Objective/ Measure	Component			Rating Scale	Baseline			Target
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	SO 7	Efficient Delivery of Technical Services							
	SM 9	Percentage of technical services completed within the process cycle time (PCT): 1. Work Environment Measurement 2. Biological Monitoring for heavy metals and organic solvents 3. Personnel Protective Equipment (PPE) Testing	10%	Number of technical services completed within PCT / Total number of technical services performed	(Actual/Target) x Weight	100%	97.97%	95%	100% of technical services processed within 30 working days
LEARNING AND GROWTH	SO 8	Maintenance and Implementation of a Quality Management System							
	SM 10	ISO Certification	5%	Actual ISO Certificate from the Certifying body	All or nothing	ISO 9001:2008 Certified	ISO 9001:2015 Surveillance audit passed	ISO 9001 Surveillance audit passed	ISO Certification of all processes under 9001:2015

Objective/ Measure	Component				Baseline			Target
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SO 9	Development of Human Resources Capabilities							
SM 11	Improve organizational competency	5%	Actual accomplishment	All or Nothing	N/A	N/A	Competency/Model Framework developed	Establish Competency Baseline of the Organization ⁵
	TOTAL	100%						

⁵ Implementation of methodology/ies designed by ECC in evaluating whether an incumbent or candidate to a position possesses (1) the competencies required by the position, (2) the actual competency levels of the incumbent or candidate, and (3) the gaps between the actual competencies and competency levels of the incumbent or candidate, and the required competencies and competency levels of the position.