

EMPLOYEES COMPENSATION COMMISSION

Performance Measures			Baseline Data			Target	
Indicators	Formula	Weight	2010	2011	2012	2013	2014
MFO 1: Improved and Expanded Benefits and Services							
Quantity 1: Number of issuances to improve the benefits and services and/or expand the coverage of Employees' Compensation Program (ECP) approved by the Board	Number of issuances approved ÷ Number of issuances targeted	22.5%	53% (8 /15) issuances approved by the Board	38% (5/13) issuances approved by the Board	133% (8/6) issuances approved by the Board	10 100% issuances approved by the Board	12 100% issuances approved by the Board
Quantity 2: Number of Occupationally Disabled Workers (ODW) provided with various rehabilitation services	Number of ODWs provided with various rehabilitation services ÷ targeted number of ODWs to be provided with various rehabilitation services	12.5%	369% 502/136 ODWs provided with various rehabilitation services	141% 322/229 ODWs provided with various rehabilitation services	135% 525/390 ODWs provided with various rehabilitation services	100% 575 ODWs provided with various rehabilitation services	100% 650 ODWs provided with various rehabilitation services

Performance Scorecard 2013-2014 (Annex A)

Performance Measures			Baseline Data			Target	
Indicators	Formula	Weight	2010	2011	2012	2013	2014
Quality: Customer satisfaction feedback for rehabilitation services	No. of positive feedback ÷ total feedback received	12.5%	Not monitored	Not monitored	Not monitored	100% positive feedback	100% positive feedback
Quantity 3: Number of companies in ECP advocacy seminars	Number of companies in ECP advocacy seminars ÷ targeted number of companies	12.5%	Not monitored	Not monitored	Not monitored	6,500	7,000
Sub-total		60%					
MFO 2: Appealed Cases Disposed							
Quantity: Number of appealed cases disposed within the year	Number of Cases Disposed ÷ (Number of cases pending as of 01 January + No. of cases received as of 20 November)	20%	91.4% disposition rate (201/220)	94.4% disposition rate (221/234)	98.5% disposition rate (192/195)	100% disposition rate	100% disposition rate
Timeliness: Number of appealed cases disposed within the process cycle time of 40 working days	Number of cases disposed within the process cycle time ÷ (Number of cases pending as of 01 January + No. of cases received as of 20 November)	10%	79% (158/201)	55% (122/221)	95% (181/191)	100%	100%
Sub-total		30%					

Performance Scorecard 2013-2014 (Annex A)

Performance Measures			Baseline Data			Target	
Indicators	Formula	Weight	2010	2011	2012	2013	2014
GAS: ECC Quality Management System (QMS) Established							
Quantity: QMS established through ISO certification		10%				100% of targeted trainings and documentation Stage 1 audit completed	100% of stage 2 audit completed ISO certification issued
	Sub-total	10%					
	TOTAL	100%					