

2022 PERFORMANCE SCORECARD (ANNEX B)

EMPLOYEES' COMPENSATION COMMISSION (ECC)

		Component			Baseline Data		Target		
		Objective/Measure	Formula	Weight	Rating System	2019	2020	2021	2022
STAKEHOLDERS	SO 1	Ensure Satisfaction of Stakeholders							
	SM 1a	Percentage of Satisfied Customers - Individual Customers	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%	The Customer Satisfaction Survey (CSS) conducted by ECC is non-compliant with the 2018 GCG Guidelines for the conduct of CSS	93.74%	90%	90%
	SM 1b	Percentage of Satisfied Customers - Business Clients		5%					90%
	SM 2	Increase Number of Persons with Work-Related Disability (PWRDs) Provided with Rehabilitation Services That are Reintegrated into Economic Mainstream	Number of PWRDs with gainful employment and livelihood for the current year / PWRDs provided with rehabilitation services from the previous year	15%	25% and above = 15% 22% to 24% = 10% Below 22% = 0%	30% (210 / 694)	30% (268 / 892)	25% of PWRDs are provided with rehabilitation services that are reintegrated into the economic mainstream	25% of PWRDs are provided with rehabilitation services that are reintegrated into the economic mainstream
		Sub-total		25%					
FINANCE	SO 2	Maximize Budget Utilization							
	SM 3	Efficient Utilization of Corporate Operating Budget	Total Disbursements / DBM-approved Corporate Operating Budget (both net of PS Cost)	10%	Actual / Target x Weight 0%= If less than 70%	64.69%	69%	Not lower than 90% but not exceeding 100	90%
		Sub-total		10%					

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INTERNAL PROCESS	SO 3	Enhanced EC Benefits through Policy Issuances							
	SM 4	Increase the 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	10%	(Actual / Target) x Weight	5	7	5	5
	SO 4	Prompt and Fair Resolution of Cases							
	SM 5	Efficient Disposition of Appealed Cases within the Process Cycle Time (PCT) ¹	Number of cases resolved by the Commission either via Referendum or through Commission meeting within the PCT / Number of cases docketed as of 30 November	15%	(Actual/Target) x Weight 0% = If less than 80%	40.78% (31 out of 76)	57.41% (31 out of 54)	100% Appealed cases disposed within the Applicable Processing Time	100% Appealed cases disposed within the Applicable Processing Time
	SO 5	Increased Availment of Rehabilitation Services for PWRDs							
	SM 6	PWRDs Facilitated with Rehabilitation Services (PT/OT, Prosthesis, and Skills & Entrepreneurial Training) within Applicable Processing Time	Number of PWRDs with valid requests provided with rehabilitation within applicable processing time ² / Total Number of PWRDs with complete documents	10%	(Actual/Target) x Weight 0% = If less than 90%	100%	100%	100% of PWRDs with valid requests provided with rehabilitation services	100% of PWRDs with valid requests provided with rehabilitation services within the applicable processing time

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.

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.

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LEARNING & GROWTH	SO 6	Improved Awareness and Capacity in Priority Areas							
	SM 7	Increase the Number of New Batches for the Mandatory Occupational Safety and Health (OSHC) Training for Safety Officers Conducted	Actual number of new batches ³ provided for Safety Officers in compliance with RA No. 11058	5%	All or Nothing	251	72	175 new batches of OSH trainings	500 new batches of OSH trainings
	SO 7	Efficient Delivery of Technical Services							
	SM 8	Percentage of Technical Services Completed within the Process Cycle Time (PCT) ⁴	Number of Technical Services completed within PCT / Total number of Technical Services with a valid request	10%	(Actual/Target) x Weight 0% = if less than 95%	OH Examination - 100% (18/18) PPE Testing - 99.27% (542/546) WEM - 99.89% (178/180)	75.37%	100% of technical services within the prescribed PCT	100% of technical services within the prescribed PCT
		Sub-total		50%					
	SO 8	Maintenance and Implementation of a Quality Management							
	SM 9	Improve Quality Management System	Actual Accomplishment	5%	All or Nothing	Pass Surveillance Audit for ISO Certification 9001:2015	Maintained ISO Certification 9001:2015	Pass Surveillance Audit on ISO Certification 9001:2015	Pass Surveillance Audit on ISO 9001:2015 Certification for all processes and three (3) REUs

³ Minimum of 25 participants per batch.

⁴ Technical Services: (1) Work Environment Measurement; (2) Biological Monitoring for heavy materials and organize solvents; and (3) Personnel Protective Equipment (PPE) Testing. Applicable process cycle time based on ECC's compliance with Republic Act 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

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Objective/Measure	Formula	Weight	Rating System	2019	2020	2021	2022	
SO 9	Development of Human Resources Capabilities							
SM 10	Percentage of Employees with Required Competencies Met	Competency Baseline ⁵ 2022- Competency Baseline 2021	5%	All or Nothing	98.39%	Accomplishment not acceptable	Improvement in the Competency of the Organization based on the 2020 year-end assessment	Improvement in the Competency of the Organization based on the 2021 year-end assessment ⁶
SM 11	Integration of ECC and OSHC Structure, Operations, Systems, and Procedures	Actual Accomplishment	5%	All or Nothing	N/A	N/A	Submission of Complete Documentary Requirements of Proposed Restructuring Plan	Submission of Complete Documentary Requirements of Proposed Restructuring Plan ⁷
	Sub-total		15%					
	TOTAL		100%					

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:

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

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

⁶ The assessment should cover all existing employees during the assessment period.

⁷ Complete documentary requirements as identified under the GCG Memorandum Circular 2015-04 (Re-issued) and Guidebook for Reorganization for GOCCs