

**EMPLOYEES COMPENSATION COMMISSION  
Interim Performance Scorecard**

MFO		Target	Accomplishment		CGO-A Validation		Supporting Documents	Remarks
Indicator	Weight	2013	2013	Rating	Score	Rating		
<b>MFO 1: Improved and Expanded Benefits and Services</b>								
<b>Quantity 1:</b> Number of issuances to improve the benefits and services and/or expand the coverage of Employees' Compensation Program (ECP) approved by the Board	22.5%	10	13	22.5%	12	22.5%	CTC of issuances	<p>There are 2 types of issuances contemplated by the indicator: (1) those that seek to improve the <i>benefits</i> of the ECP or to expand its <i>coverage</i>, and (2) those that seek to improve the <i>services</i> of ECC.</p> <p>Of the thirteen (13) issuances, five (5) of them <u>directly</u> increase the benefits of members under the ECP, such as increase in funeral benefits and pension.</p> <p>The other eight (8) issuances refer to the <u>administration</u> of the ECP, prescribing rules, guidelines, and conditions for the payment of benefits.</p> <p>One of the issuances is a proposal for legislation, hence may not be included as an accomplishment, since it does not immediately result into a concrete improvement in services.</p>

*gp*

MFO		Target	Accomplishment		CGO-A Validation		Supporting Documents	Remarks
Indicator	Weight	2013	2013	Rating	Score	Rating		
<b>Quantity 2:</b> Number of Occupationally Disabled Workers (ODW) provided with various rehabilitation services	12.5%	575	649	12.5%	676	12.5%	Management report	<p><b>First</b>, the accomplishment of 649 Occupationally Disabled Workers (ODW) provided with rehabilitation services is understated, since the submitted documents yield a sum of 676, with breakdown as follows:</p> <p>100 – physical rehabilitation  39 – with rehabilitation appliances/prosthesis  100 – skills / entrepreneurship training  58 – referral for job placement  25 – ECC-DOLE SPES  354 – information on ECP program/counseling  676 – total ODWs provided with rehabilitation services</p> <p><b>Secondly</b>, the concept of “rehabilitation” as worded in the indicator is not limited to physical rehabilitation services, and may include other services that are not related to medical attendance, such as skills training, job placement, and the like.</p>

*Ch*

MFO		Target	Accomplishment		CGO-A Validation		Supporting Documents	Remarks
Indicator	Weight	2013	2013	Rating	Score	Rating		
<b>Quality:</b> Customer satisfaction feedback for rehabilitation services	12.5%	100% positive feedback	100% positive feedback	12.5%	83.5% positive feedback	10.4%	<p>Summary survey report</p> <p>Copies of filled questionnaires</p> <p>Handwritten "thank you" letters</p>	<p>ECC originally submitted a summary report stating that all 85 respondents gave positive feedback to all 5 questions in the survey questionnaire.</p> <p>Initially, the summary report appeared unrealistic because of the uniformity of all the answers from all respondents.</p> <p>Upon validation by GCG, ECC could not produce all the copies of the 85 questionnaires filled up by the 85 respondents—i.e., <b>14 questionnaires could not be produced.</b> To justify the 100% accomplishment, ECC presented <b>handwritten "thank you" letters</b> instead of the filled up questionnaires.</p> <p>The handwritten letters could not be accepted as valid "positive feedback" since there is not assessment of service quality and merely indicates the client's expression of gratitude.</p>

*Op*

MFO		Target	Accomplishment		CGO-A Validation		Supporting Documents	Remarks
Indicator	Weight	2013	2013	Rating	Score	Rating		
								<p>ECC's original submission of a summary survey report is misleading and may even constitute a deliberate misrepresentation, since ECC alleged that the 14 respondents participated in the survey when in fact they only sent handwritten letters.</p> <p>Hence, the indicator should be revised from a raw score of 100% positive feedback to a raw score of 83.5%, with weight from 12.5% to 10.4%.</p>
<b>Quantity 3:</b> Number of companies in ECP advocacy seminars	12.5%	6,500	7,788	12.5%	7,788	12.5%	List of companies that attended	
<b>Subtotal</b>	60%			60%		57.9%		
<b>MFO 2: Appealed Cases Disposed</b>								
<b>Quantity:</b> Number of appealed cases disposed within the year	20%	100% disposition rate	100% disposition rate	20%	100% disposition rate	20%	Management report	Total of 171 disposed appeals

*CP*

MFO		Target	Accomplishment		CGO-A Validation		Supporting Documents	Remarks
Indicator	Weight	2013	2013	Rating	Score	Rating		
<b>Timeliness:</b> Number of appealed cases disposed within the process cycle time of 40 working days	10%	100%	80%	8.0%	77.78%	7.78%	Management report	38 out of 171 cases were disposed beyond the 40-day turnaround time
<b>Subtotal</b>	30%			28%		27.8%		
<b>GASS: ECC Quality Management System (QMS) Established</b>								
<b>Quantity:</b> QMS established through ISO certification	10%	100% of targeted trainings and documentation  Stage 1 audit completed	100% of targeted trainings and documentation  95% of Stage 1 audit completed	9.75%	100% of targeted trainings and documentation  69% of Stage 1 audit completed	6.9%	Status/Progress Report	<p><b>First,</b> ECC reported an accomplishment of 95% of target (completion of "Stage 1 Audit") but did not show the method of quantifying its accomplishments.</p> <p><b>Second,</b> "Stage 1 Audit" was interpreted by ECC to mean the completion of the internal audit. In the ISO certification process, "Stage 1 Audit" refers to the <i>pre-certification</i> audit by a third party. The ECC status/progress report shows that by end of 2013, ECC is wrapping up its supervised internal audit.</p> <p>To quantify the level of completion of ECC of the ISO process, we divided the number of milestones (i.e 18 major activities excluding minor, supporting, and/or</p>

*Cp*

MFO		Target	Accomplishment		CGO-A Validation		Supporting Documents	Remarks
Indicator	Weight	2013	2013	Rating	Score	Rating		
							auxiliary activities) completed as of end-2013 by the number of milestones until Pre-certification Audit (26).  This yields 69% or a weight score of 6.9%.	
<b>Subtotal</b>	10%			10%		6.9%		
<b>Total</b>	<b>100%</b>			<b>97.8%</b>		<b>92.58%</b>		

*Cje*