

**EMPLOYEES' COMPENSATION COMMISSION (ECC)
2017 Performance Scorecard Validation**

		Component				ECC Submission		GCG Validation		Supporting Documents	GCG Remarks	
		Objective / Measure	Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating		
STAKEHOLDERS	SO 1	Ensured Satisfaction of Stakeholders										
	SM 1	Developed and Implemented Third-Party Survey Instrument for Customer Satisfaction Measurement	Third party Survey	5%	All or Nothing	Establish Baseline	ECC – 99.5% OSHC – 97.9%	5%	Not valid. Survey conducted separately	0%	- Reports on the 2017 Stakeholder Satisfaction Rating Study conducted by Fernando Paragas Marketing and Management Consultancy for ECC and OSHC	Request for reconsideration is DENIED.

Request for Reconsideration on the Validation Result of 2017 Performance Scorecard (Annex A)

		Component				ECC Submission		GCG Validation		Supporting Documents	GCG Remarks
Objective / Measure	Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating			
SM 2	Persons with Work-related Disability (PWRDs) Provided with Rehabilitation Services that are Reintegrated into the Economic Mainstream	Percentage of PWRDs with Gainful Employment for the Current Year / PWRDs Provided with Rehabilitation from the Previous Year	10%	10% of weight: 25% and above 7% of the weight: between 20% to 24% 5% of weight: between 15% to 19% 0% of weight: below 15%	25% of PWRDs Provided with Rehabilitation Services Reintegrated into Economic Mainstream	26.27% 155 PWRDs reintegrated into the economic mainstream	10%	25.25%	10%	-List of 2017 PWRDs reintegrated into the economic mainstream through various rehabilitation services -List of 2016 PWRDs provided with rehabilitation services -Home Visit Monitoring Report	Request for reconsideration is APPROVED .
Sub-total			15%				15%		10%		
FINANCE	SO 2	Maximized Budget Utilization									
	SM 3	Corporate Operating Budget Utilization	Percent of Budget Utilized / Total Budget Approved	5%	All or Nothing	90%	90% - ECC 59% - OSHC	0%	65.93%	0%	- Report on 2017 Fund Utilization - COA Audited Report

Request for Reconsideration on the Validation Result of 2017 Performance Scorecard (Annex A)

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Objective / Measure	Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating			
										-DBM Approved COB	on the budget utilization of ECC and OSHC. The DBM-approved COB was 180.481 Million for ECC and 295.677 Million for OSHC. COA reported a total budget utilization of ₱313.946 Million (₱141.957 Million for ECC and ₱171.989 Million for OSHC).
		Sub-total					0%		0%		
INTERNAL PROCESS	SO 3	Enhanced EC Benefits through Policy Issuances									
	SM 4	Number of EC Policy Issuances to Enhance Benefits and Improve Services Approved	Number of EC Policy Issuances Geared towards Enhancement of Benefits and Services Implemented for the Year	10%	(Actual / Target) x Weight	5	13	10%	13	10%	- List of 2017 approved policy issuances and copy of ECC Board Resolutions - Transmittal of Proposed Increase in Benefits to the Office of the President

Request for Reconsideration on the Validation Result of 2017 Performance Scorecard (*Annex A*)

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Objective / Measure	Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating			
										- Policies published in the ECC website - Status Report from SSS and GSIS regarding the implementation of policies	
SO 4 Prompt and Fair Resolution of Cases											
SM 5	Percentage of Appealed Cases Disposed within the Process Cycle Time (PCT)	Number of Cases Disposed within PCT / Number of Cases Disposed	15%	(Actual / Target) x Weight	100% Appealed Cases Disposed within 20 Working Days	100% 118/118	15%	100%	15%	- List of EC appealed cases disposed within the required process cycle time - Sample of appealed cases	Acceptable

Request for Reconsideration on the Validation Result of 2017 Performance Scorecard (Annex A)

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SO 5 Increased Availment of Rehabilitation Services for PWRDs											
SM 6	PWRDs Facilitated with Rehabilitation Services (PT/OT, prosthesis and skills & entrepreneurial training)	Percentage of PWRDs with Valid Request that are Provided with Rehabilitation Services	10%	All or Nothing	100%	102% 608/598 PT/OT: 271 Prosthesis: 53 Skills/ Entrep: 284	10%	100% PT/OT: 271 Prosthesis: 53 Skills/Entrep: 284	10%	List of 2017 PWRDs: - Facilitated for Skills Training - Beneficiaries of PT/OT/other Physical Rehab Services - PWRDs Provided with Assistive Devices and Prosthesis	GCG validated actual accomplishment reflects the total number of valid requests received and acted upon.

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SO 6 Improved Awareness and Capacity in Priority Areas											
SM 7	Increase the Number of Mandatory Occupational Safety and Health (OSH) Trainings	Number of OSH Trainings Conducted	10%	(Actual / Target) x Weight	130 new batches of OSH trainings	195 batches	10%	214 batches	10%	- List of Mandatory Occupational Safety and Health Training conducted - Mandatory Occupational Safety and Health Post Training Report	GCG validated actual accomplishment is based on the submission dated 05 September 2018.
SM 8	Implementation of the Marketing and Communication Plan	Percentage completion / Target	15%	(Actual / Target) x Weight	100% completion of marketing / communication plan	100% Completion of ECC and OSHC marketing and communication plan	15%	54.995%	8.25%	- ECC and OSHC Marketing Plan - Marketing Plan Report as submitted to DOLE - Invitation Letter for Radio Activities and TV Appearances	Request for reconsideration is APPROVED . Please see Appendix 1 for details

Request for Reconsideration on the Validation Result of 2017 Performance Scorecard (Annex A)

Component						ECC Submission		GCG Validation		Supporting Documents	GCG Remarks
Objective / Measure	Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating			
										-News clippings and pictures -Requests for OSHC to conduct seminars and field trips in the center -Details of Accomplishment (IPCR of IPAD)	
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	Number of Technical Services Completed within PCT / Total Number of Technical Service Performed	10%	(Actual / Target) x Weight	100% of technical services processed within 30 working days	100% of services of requests served within the 30 days PCT	10%	100%	10%	Turn-around time report on 2017 Technical Services: -WEM -Biological Monitoring for Lead and Mercury -PPE Testing	Acceptable.

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	3. Personnel Protective Equipment (PPE) Testing										
	Sub-total								63.25%		
SO 8 Maintenance and Implementation of a Quality Management System											
LEARNING AND GROWTH											
	SM 10	ISO Certification	Actual ISO Certificate from the Certifying body	5%	All or Nothing	ISO Certification of all processes under 9001:2015	ECC and OSHC passed the Recertification Audit compliant to the requirements of the ISO 9001:2015	5%	Transition to ISO 9001:2015 standards	5%	-ISO 9001:2015 Certificates

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SO 9 Development of Human Resources Capabilities											
SM 11	Improve Organizational competency	Actual accomplishment	5%	All or Nothing	Establish Competency Baseline of Organization	Established competency requirements of all position in the agency based on the ECC Competency Framework and for OSHC under the recruitment selection and training process	5%	Reported accomplishment not valid.	0%	- ECC competency requirements of all positions - OSHC competency requirement of all positions	Request for reconsideration is <u>DENIED.</u>
	Sub-total		10 %				10%		5%		
	TOTAL		100%				95%		78.25%		