

**EMPLOYEES' COMPENSATION COMMISSION  
Validation Result of 2019 Performance Scorecard**

		Component				ECC Submission		GCG Validation		Supporting Documents	GCG Remarks	
		Objective / Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating		
<b>STAKEHOLDERS</b>	SO 1	<b>Ensured Satisfaction of Stakeholders</b>										
	SM 1	Percentage of Satisfied Customers	Number of respondents who gave a rating of at least Satisfactory / Total number of Respondents	10%	(Actual / Target) x Weight  0% = If less than 80%	90%	2019 Third Party CSM awarded to Philippine Survey and Research Center (PSRC) on 16 December 16, 2019.	No data	The Customer Satisfaction Survey (CSS) conducted by ECC is non-compliant with the 2018 GCG Guidelines for the Conduct of the CSS	0%	Reports on the 2019 Stakeholder Satisfaction Rating Study conducted by the PSRC  Accomplished survey reports  Conduct of 2019 Customer Satisfaction Measure Justifications.	The GCG notes the following observations:  a. ECC was not able to conduct intercept interview for its individual customers, and thus deemed non-compliant with Item II of the Standard Methodology for the Conduct of Customer Satisfaction Survey.  b. ECC did not conduct the customer satisfaction survey in 2019. While the GCG takes note of the representations of ECC in email dated 30 September 2020, the GCG would like to emphasize that the Enhanced Community Quarantine was imposed over the

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									entire Luzon on 17 March 2020. The survey should have been conducted during the year being evaluated and thus should not have been affected by the COVID-19 pandemic.
SM 2	Increase number of Persons with Work-Related Disability (PWRDs) provided with Rehabilitation Services that are Reintegrated to Economic Mainstream	15%	25% and above = 15%; 22% to 24% = 10%; Below 22% = 0%	25%	30% (211/694)	15%	30% (210/694)	15%	<p>List of 2019 PWRDs reintegrated into the economic mainstream through various rehabilitation services</p> <p>List of 2018 PWRDs provided with rehabilitation services</p> <p>Home Visit Monitoring Report</p> <p>Acceptable. Per ECC reports, 52 PWRDs were employed, 89 were engaged in business, while 69 were employed and engaged in business.</p>
	<b>Sub-total</b>	<b>25%</b>				<b>No data</b>		<b>15%</b>	

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SO 2 Maximized Budget Utilization												
FINANCE	SM 3	Efficient Utilization of Corporate Operating Budget	Total Budget Utilized / Total DBM Approved Budget	10%	All or Nothing	90%	ECC: 92% OSHC: 92%	10%	64.69%	0%	Report on 2019 Fund Utilization  Unaudited FS submitted to COA  COA Audited Report  DBM Approved COB  COA Executive Summary	Validated Budget Utilization Rate was derived from the 2019 COA Annual Audit Report and Executive Summary  The request for the modification of weight from 10% to 5% is <b>DENIED</b> . The Governance Commission maintains its earlier position as communicated to ECC in a letter dated 14 March 2019.
	<b>Sub-total</b>			<b>10%</b>				<b>0%</b>		<b>0%</b>		

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INTERNAL PROCESS	SO 3	Enhanced EC Benefits through Policy Issuances										
	SM 4	Increase 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 <sup>3</sup>	5%	(Actual / Target) x Weight	5	100% (5/5)	10%	5	5%	List of 2019 approved policy issuances and copy of ECC Board Resolutions  Transmittal of Proposed Increase in Benefits to the Office of the President  Policies published in the ECC website	Acceptable. As discussed in SM 3, the request for modification of the weight from 5% to 10% is <b>DENIED</b> .
	SO 4	Prompt and Fair Resolution of Cases										
SM 5	Efficient Disposition of Appealed Cases within the Process Cycle Time (PCT)	Number of cases acted upon within PCT from receipt of appeal/ Number of cases as of 30 November	15%	(Actual / Target) x Weight  0% = If less than 90%	100%	100% (75/75)	15%	40.78% (31 out of 76)	0%	List of EC appealed cases disposed within the required process cycle time  10 sample of appealed cases	The request for the revision of the formula per ECC's letter dated 28 July 2019 is <b>DENIED</b> . The validation for this measure was based on ECC's 2019 Citizen Charter as posted in its website. The computation of the processing time should start from the receipt of the	

<sup>3</sup> Policy pertains to an issuance providing for enhancement of benefits and/or improvement of services issued and approved either by ECC or the President of the Philippines. Policy which do not require increase in monetary benefits shall be approved by the ECC Board and published in ECC Website. Policy requiring increase in monetary benefits shall be approved by the President.

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											<p>appeal from SSS or GSIS, and not from the date of docketing, considering that the Records Officer initially checks the completeness of the submitted document as part of ECC's overall process.</p> <p>The formula already states the process start: "acted upon", encompassing the action to be made by ECC on whether to docket the case if the documents required are complete, or to remand the case to the GSIS/SSS if the documents are lacking.</p> <p>Based on the revised database submitted on 5 October 2020, the GCG observed that only 40.26% or 31 out of 76 appealed cases were resolved within the applicable turnaround time.</p>
<b>SO 5</b>	<b>Increased Availment of Rehabilitation Services for PWRDs</b>										

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SM 6	PWRDs facilitated with rehabilitation services (PT/OT, Prosthesis and Skills, and Entrepreneurial Training)	Number of PWRDs with valid requests provided with rehabilitation / Total Number of PWRDs with complete documents as of 30 November	15%	All or Nothing	100%	100%	10%	100%	15%	List of 2019 PWRDs: Facilitated for Skills Training  Beneficiaries of PT/OT/other Physical Rehab Services  PWRDs Provided with Assistive Devices and Prosthesis	Acceptable. The ECC provided rehabilitation services to 892 PWRDs, detailed as follows: Physical Therapy and Occupational Therapy to 350 PWRDs, prosthesis to 69 PWRDs and referred 473 PWRDs to skills and entrepreneurial trainings.
<b>SO 6</b>	<b>Improved Awareness and Capacity in Priority Areas</b>										
SM 7	Increase the Number of New Batches for the Mandatory Occupational Safety and Health (OSH) Trainings conducted	Actual number of batches <sup>4</sup> for Safety Officers in compliance with R.A. No. 11058	10%	All or Nothing	145	284/145 (196%)	10%	251	10%	List of Mandatory Occupational Safety and Health Training conducted  Mandatory Occupational Safety and Health Post Training Report  Disbursement Vouchers; Official Receipts; Memorandum for the conduct of training	Validated accomplishment is based on the following observations: a. No supporting document was provided for the conduct of OSHNET for Tuguegarao City. b. A total of 32 batches were conducted with less than 25 participants.

<sup>4</sup> With at least 25 number of participants per batch.

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<b>SO 7</b>	<b>Efficient Delivery of Technical Services</b>										
SM 8	Percentage of technical services <sup>5</sup> completed within the process cycle time (PCT)	Number of Technical Services completed within PCT / Total number of Technical Services with valid request	10%	(Actual / Target) x Weight  0% = If less than 95%	100%	OH Examination: 100% (18/18)  PPE Testing: 100% (546/546)  WEM: 100% (180/180)	10%	OH Examination 100% (18/18)  PPE Testing: 99.27% (542/546)  WEM: 99.89% (178/180)	9.9%	Turn-around time report on 2018 Technical Services:  -WEM -Biological Monitoring for Lead and Mercury - PPE Testing	Acceptable.
	<b>Sub-total</b>		<b>55%</b>				<b>55%</b>		<b>39.90%</b>		
<b>SO 8</b>	<b>Maintenance and Implementation of a Quality Management System</b>										
LEARNING & GROWTH SM 9	Improve Quality Management System	Actual accomplishment	5%	All or Nothing	Pass Surveillance Audit for ISO Certification 9001: 2015	ECC: Passed 2 <sup>nd</sup> Surveillance Audit compliant to ISO 9001: 2015 on December 11, 2019  OSHC: Passed 1 <sup>st</sup> Surveillance Audit compliant to ISO 9001: 2015 on November 20, 2019	5%	Passed Surveillance Audit for ISO Certification 9001: 2015	5%	Surveillance Audit Report from TUV Rheinland Philippines, Inc.  ISO Certification 9001:2015	Acceptable.

<sup>5</sup> Technical services: (1) Work Environment Measurement; (2) Biological Monitoring for heavy metals and organize solvents; and (3) Personnel Protective Equipment (PPE) Testing



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<b>SO 9 Development of Human Resources Capabilities</b>										
SM 10	Percentage of Employees with Required Competencies Met	Total Number of Employees meeting the required competency / Total number of employees	5%	All or Nothing	100% of ECC and OSHC employees meet the required competency levels for organizational and core competencies	100% of ECC and OSHC staff attained the core and organizational competency requirements	5%	98.39%	0%	2019 Summary of Competency Scores for ECC and OSHC  Summary of Trainings conducted for 2019.  30 Individual Competency Worksheets  Based on the submitted supporting documents, the CGO-A observed that ECC and OSHC used different competency worksheets and rating scales. It should be recalled that as early as 2017, the Governance Commission directed ECC and OSHC to integrate its competency requirements. Considering that submitted report showed that ECC and OSHC used different parameters / standards in evaluating its employees, the assessment results and supporting documents are deemed <b>UNACCEPTABLE.</b>
		<b>Sub-total</b>	<b>10%</b>				<b>10%</b>		<b>5%</b>	
		<b>TOTAL</b>	<b>100%</b>				<b>90%</b>		<b>59.9%</b>	