

**EMPLOYEES' COMPENSATION COMMISSION
Recalibrated 2020 Performance Scorecard**

	Component				Baseline Data		Target		
	Objective/Measure	Formula	Wt.	Rating System	2017	2018	2019	2020	
STAKEHOLDERS	SO 1	Ensured Satisfaction of Stakeholders							
	SM 1	Percentage of Satisfied Customers	Number of respondents who gave a rating of at least Satisfactory / Total Number of Respondents ¹	10%	(Actual/Target) x Weight 0% = if less than 80%	No baseline established	Accomplishment not acceptable	90%	90%
	SM 2	Increase number of Persons with Work-Related Disability (PWRDs) provided with rehabilitation services that are reintegrated to economic mainstream	Number of PWRDs with gainful employment and livelihood for the current year / PWRDs provided with rehabilitation services from the previous year	15%	<u>20% and above = 15%</u> <u>17% to 19%= 10%</u> <u>Below 17%= 0</u>	24.75%	33.72%	25%	<u>20%</u>
		Sub-total		25%					
FINANCIAL	SO 2	Maximized Budget Utilization							
	SM 3	Efficient Utilization of Corporate Operating Budget	Total Budget Utilized / Total DBM Approved Budget	10%	All or Nothing	65.93%	65.42%	90%	<u>Not lower than 75% but not exceeding 100%</u>
		Sub-total		10%					

¹ Total respondents should include ECC and OSHC clients following the sampling methodology prescribed by the GCG.

	Component				Baseline Data		Target		
	Objective/Measure	Formula	Wt.	Rating System	2017	2018	2019	2020	
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 ²	10%	(Actual/ Target) x Weight	13	8	5	<u>6</u>
	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 complete documents / Number of cases as of 30 November	15%	(Actual/ Target) x Weight	100%	Not verifiable	100%	<u>80% of Appealed Cases within the Applicable Processing Time³</u>
	SO 5	Increased Availment of Rehabilitation Services for PWRDs							
	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 numbers of PWRDs with complete documents	10%	All or Nothing	100%	100%	100%	100%

² Policy pertains to an issuance providing for enhancement of benefits and/or improvement of services issued and approved either by the President of the Philippines or ECC Board. The increase in primary benefits require approval from the President before implementation while increase in the accessory benefits and services only require approval of the Board.

³ 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.

Component					Baseline Data		Target	
Objective/Measure	Formula	Wt.	Rating System	2017	2018	2019	2020	
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) Trainings conducted	Actual number of batches ⁴ provided for Safety Officers in compliance with R.A. No. 11058	10%	All or Nothing	214	163	145	76 new batches of OSH Trainings with minimum number of 25 participants per batch
SO 7	Efficient Delivery of Technical Services							
SM 8	Percentage of Technical Services ⁵ 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	100%	97.51%	100%	100% of Technical Services completed within the prescribed PCT ⁶
	Sub-total		55%					

⁴ With at least 25 number of participants per batch.

⁵ Technical Services: (1) Work Environment Measurement; (2) Biological Monitoring for heavy metals and organize solvents; and (3) Personnel Protective Equipment (PPE) Testing.

⁶ 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.

		Component				Baseline Data		Target	
		Objective/Measure	Formula	Wt.	Rating System	2017	2018	2019	2020
	SO 8	Maintenance and Implementation of a Quality Management System							
LEARNING AND GROWTH	SM 9	Improve Quality Management System	Actual Accomplishment	5%	All or Nothing	Transition to ISO 9001: 2015 Standards	Passed Surveillance Audit for ISO 9001:2015	Pass Surveillance Audit for ISO 9001:2015	Maintain ISO Certification 9001:2015 ⁷
	SO 9	Development of Human Resources Capabilities							
	SM 10	Improvement on the Competency Level of the Organization	Competency Baseline ⁸ – Competency Baseline 2019	5%	All or Nothing	No Competency Baseline Established for ECC and OSHC	69.10% of Employees met the required core and organizational competency	100% of Employees met the required core and organizational competency	Improvement on the Competency of the Organization based on the 2019 year-end assessment
		Sub-total		10%					
		TOTAL		100%					

⁷ Should cover both ECC and OSHC processes.

⁸ The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

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

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