

2025 PERFORMANCE SCORECARD (Annex B)

EMPLOYEES' COMPENSATION COMMISSION (ECC)
2025 Performance Scorecard

2025 PROPOSED PERFORMANCE SCORECARD					BASELINE DATA			2024		2025 TARGET	
OBJECTIVE/MEASURE	FORMULA	WEIGHT	RATING SYSTEM	2021	2022	2023	TARGET	REPORTED ACCOMPLISHMENT ¹			
SO 1 Sustainable, Comprehensive Programs of Prevention, Compensation and Rehabilitation and Safer Workplace to all Workers											
SOCIAL IMPACT	SM 1	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	10%	(Actual / Target) x Weight 0% = If less than 20%	35.53%	27%	35.43%	25% of PWRDs provided with rehabilitation services in 2023 reintegrated into the economic mainstream	26.53% 113 PWRDs reintegrated to economic mainstream	28% of PWRDs provided with rehabilitation services in 2024 reintegrated into the economic mainstream
	SM 2	Formulate EC Policy Issuances to Enhance Benefits and Services	Actual Accomplishment	5%	All or Nothing	6	5	2 New Policies	3 New Policies	1 EC Policy approved by the Board	1 Board-approved New Policy
				5%	(Actual / Target) x Weight						4 Board-approved Enhancement of Existing Policies
Sub-total			20%								

¹ As of 31 December 2024. Subject for validation.

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STAKEHOLDERS	SO 2	Ensured Satisfaction of Customers									
	SM 3	Customer Satisfaction Survey (CSS)	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%	Non-Compliant	93% Individual Customers 90% Business Clients	97.12%	90%	Implementation of harmonized client satisfaction Measurement, as mandated by ARTA, is in progress. ² Full CSM report will be submitted by April 15, 2025	90%
	Sub-total			5%							
FINANCE	SO 3	Maximized Budget Utilization									
	SM 4	Budget Utilization Rate (BUR)	Total Disbursement / DBM -Approved Corporate Operating Budget (COB) (both net of PS Cost)	5%	(Actual / Target) x Weight 0% = if less than 70%	64.76%	42.34%	54.09%	90%	49% ³ ₱354.08 Million of ₱722.82 Million	90%
	Sub-total			5%							

² As of 3Q 2024.

³ As of 3Q 2024.

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INTERNAL PROCESSES	SO 4	Proposed OSH Policies through Research									
	SM 5	Complete OSH Related Research	Total number of completed research submitted to DOLE	10%	(Actual / Target) x Weight	-	-	4 Researches	5 Researches submitted to the DOLE	5 Researches submitted to DOLE	4 Research Projects submitted to the DOLE
	SO 5	Prompt and Fair Resolution of Cases									
	SM 6	Efficient Disposition of Appealed Cases within the Process Cycle Time (PCT) ⁴	Number of cases resolved by the Commission / Number of cases docketed (less remanded cases)	10%	(Actual / Target) x Weight	Unverifiable	Unverifiable	78.38%	100% Appealed cases disposed within the prescribed Process Cycle Time (PCT)	100% ⁵ 50/50 cases disposed within PCT	100% Appealed cases disposed within the prescribed PCT (less remanded cases)
	SO 6	Improved Awareness and Capacity in Priority Areas									
	SM 7a	Conduct of Mandatory Occupational Safety and Health (OSH) Training for Safety Officers	Actual number of new batches provided for Safety Officers in compliance with R.A. No. 11058	10%	(Actual / Target) x Weight	659 new batches of Trainings	100% (Target - 500 new batches of OSH Trainings)	883 batches	500 batches of OSH trainings	Completed 572 ⁶ batches COSH: 74 BOSH: 498	650 batches of OSH trainings

⁴ 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.

⁵ As of 3Q 2024.

⁶ As of 3Q 2024.

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SM 7b	Increased Public Awareness on Employees' Compensation Program (ECP)	Actual number of advocacy seminars to public/private workers/employers	10%	(Actual / Target) x Weight	-	-	141	Conduct of 120 ECC-organized advocacy seminars to public / private workers /employers	140 ⁷ Inhouse Seminars conducted	Conduct of 140 ECC-organized advocacy seminars to public / private workers /employers
SO 7	Efficient Delivery of Technical Services									
SM 8	Percentage of Technical Services Completed within the Process Cycle Time (PCT) ⁸	Number of Technical Services completed within PCT / Total number of Technical Services with valid request	10%	(Actual / Target) x Weight	Unverifiable	92%	100%	100% of Technical Services processed within the prescribed PCT	603 ⁹ Processed within 20 days PCT WEM: 145 PPE: 446 OH 12	100% of technical services processed within the prescribed Process Cycle Time (PCT)
Sub-total			50%							

⁷ As of 3Q 2024.

⁸ 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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SO 8 Maintenance and Implementation of a Quality Management System											
LEARNING & GROWTH	SM 9	Compliance to Quality Standards (ISO QMS)	Actual Accomplishment	5%	All or Nothing	Passed Surveillance Audit	Passed surveillance audit on ISO 9001:2015 Certification for all processes and three (3) REUs	Passed the recertification Audit on ISO 9001:2015 of ECC's core processes Passed the recertification Audit on ISO 9001:2015 of OSHC's core processes	Pass the 1 st Surveillance Audit on ISO Certification 9001:2015 of core processes ¹⁰	ECC: ¹¹ Second Internal Quality Audit conducted on September 16-30, 2024 OSHC: Internal Quality Audit done on September 2024	Pass the 2nd Surveillance Audit on ISO Certification 9001:2015 of ECC and OSHC's core processes
	SM 10	Accomplishment of Deliverables Based on the ISSP	Actual Accomplishment	5%	(Actual / Target) x Weight	-	-	ECC Implemented the following ISSP Project: • Records Management System OSHC Implemented the following ISSP Project: • Safety Control Information System	100% implementation of the ISSP/s ¹² as submitted to the DICT	ECC ¹³ • Development of Data Banking Systems – 80% delivered • Continuing Cost (Procurement Capital Outlay) 50% delivered OSHC • Procurement of Network Rehabilitation service – (public bidding Ongoing)	100% accomplishment of the 2025 deliverables based on the ISSP as submitted to or approved by the DICT

¹⁰ Covering core processes of both ECC and OSHC.

¹¹ As of 3Q 2024.

¹² Covering ICT projects and information systems of both ECC and OSHC.

¹³ As of 3Q 2024.

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							<ul style="list-style-type: none"> Health Information System Training and Public Information System OSHC Accreditation and Information System Environment and Information System 		<ul style="list-style-type: none"> Development of Human Resource Information System – 86% Renewal of Software subscriptions License renewal for Cachebox, Development Tools, Canva, ADOBE CC, Zoom, Firewall, and Antivirus 		
SO 9 Development of Human Resources Capabilities											
LEARNING & GROWTH	SM 11	Percentage of Employees with Required Competencies Met	Actual accomplishment	5%	All or Nothing	Unverifiable	ECC: 2021 Competency -105% 2022 Competency - 103%	ECC: 2022 Competency- 103% 2023 Competency- 98.38%	Establishment of Baseline using the Recalibrated Competency Framework of ECC	Ongoing review of competency ratings of all employees	Increase from prior year's competency level
							OSHC: 2021 Competency : 100% 2022 Competency : 99.70%	OSHC: 2022 Competency: 99.70% 2023 Competency: 112.35%	Improvement on the Competency Level of OSHC	Ongoing monitoring of performance thru feedback from supervisors and peers	

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SM 12	Development of Disaster Risk Reduction and Management (DRRM) Plan	Actual accomplishment	5%	All or Nothing	-	-	-	-	-	Board-approved Public Service Continuity Plan (PSCP)
	Sub-total		20%							
	Total		100%							
BONUS STRATEGIC MEASURES										
GAD Budget Utilization			1%	All or Nothing						5% of Total COB
ISO Certification on any of the following standards: a. Environmental Management System b. Business Continuity Management System (BCMS)			1%	All or Nothing						a. ISO 14001:2015 Certification b. ISO 22301:2019 Certification

For GCG:


ATTY. BRIAN KEITH F. HOSAKA
Commissioner

For ECC:


HON. ATTY. KAIMA VIA B. VELASQUEZ
Executive Director