

**EMPLOYEES' COMPENSATION COMMISSION (ECC)
Validation Result of 2022 Performance Scorecard**

Component					Target	Submission		GCG Validation		Supporting Documents	GCG Remarks	
Objective/Measure	Formula	Weight	Rating System	2022	Actual	Rating	Actual	Rating				
SO 1 Ensured Satisfaction of Stakeholders												
STAKEHOLDERS	SM 1a	Percentage of Satisfied Customers – Individual Customers	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%	90%	-	-	93%	5%	<ul style="list-style-type: none"> 2022 Customer Satisfaction Survey Report by the Third-Party Consultant Ten (10) Samples of Accomplished Customer Satisfaction Survey 	Acceptable.
	SM 1b	Percentage of Satisfied Customers – Business Clients		5%		90%			90%	5%		Acceptable.
	SM 2	Increase number of Persons with Work-Related Disability (PWRDs) provided with rehabilitation services that are Reintegrated into Economic Mainstream	Number of PWRDs with gainful employment and livelihood for the current year / PWRDs provided with rehabilitation services from the previous year	15%	25% and above = 15% 22% to 24% = 10% Below 22% = 0%	25% of PWRDs are provided with rehabilitation services that are reintegrated to the economic mainstream	27%	15%	27%	15%	<ul style="list-style-type: none"> 2021 Summary List of PWRDs provided with Rehabilitation Services 2022 List of PWRDs Reintegrated to the Economic Mainstream Twenty (20) Samples of Progress Monitoring Report Sample Screenshots of the encoded 	Exceeded target.

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										report in the Rehabilitation Information System (RIS), if applicable	
Sub-total		25%						25%			
FINANCE											
SO 2: Maximized Budget Utilization											
SM 3	Efficient Utilization of Corporate Operating Budget	Total Disbursement) / DBM-approved Corporate Operating Budget (both net of PS) ¹	10%	(Actual / Target) x Weight 0% = If less than 70%	90%	49.37%	-	42.34%	0%	<ul style="list-style-type: none"> ECC and OSHC Corporate Operating Budget Utilization Report COA Audit Report 	Target not met.
Sub-total		10%							0%		
INTERNAL PROCESS											
SO 3: Enhanced EC Benefits through Policy Issuances											
SM 4	Increase the 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	10%	(Actual / Target) x Weight	5	100%	10%	100%	10%	<ul style="list-style-type: none"> Copy of the Board Resolutions for the Approved Policies (if applicable) Copy of Letter of Transmittal to the Office of the President Copy of Letter of Transmittal to SSS and GSIS 	Exceeded target.

¹ Validation of total disbursement will refer to the actual uses of funds as provided in the Statement of Comparison of Budget and Actual Amounts.

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SO 4	Prompt and Fair Resolution of Cases										
SM 5	Efficient Disposition of Appealed Cases within the Process Cycle Time (PCT)	Number of cases resolved by the Commission either via Referendum or through Commission meeting within the PCT / Number of cases docketed as of 30 November	15%	(Actual / Target) x Weight 0% = If less than 80%	100% Appealed cases disposed within the Applicable Processing Time ²	83%	12%	Unverifiable	0%	<ul style="list-style-type: none"> 2022 Summary List of Cases Resolved within the Applicable Processing Time Five (5) Samples of Complete Documentary Requirements of Cases Processed 	<p>The database already provides the steps as presented in the Citizens Charter.</p> <p>However, only 57 of the total applications received were listed in the database and not the total applications as presented in the submitted summary report. Moreover, the submitted supporting documents provided are not sufficient to verify the dates provided in the database. The periods wherein there should be a stop time were not indicated in the submitted database.</p>
SO 5	Increased Availment of Rehabilitation Services for PWRDs										
STAKEHOLDERS SM 6	PWRDs facilitated with Rehabilitation Services (PT/OT, prosthesis, and Skills & Entrepreneurial training) within Applicable Processing Time	Number of PWRDs with valid requests provided with rehabilitation / Total Number of PWRDs with complete documents	10%	All or Nothing	100% of PWRDs with valid requests provided with rehabilitation services within applicable processing time	100%	10%	100%	10%	<ul style="list-style-type: none"> 2022 Summary List of PWRDs provided with Rehabilitation Services (per type – PT/OT, Prosthesis, and Skills and Entrepreneurial Training) Five (5) samples of the 	Target met.

² Applicable process cycle 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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										accomplished forms (per type) • Proof of services provided in 2022		
INTERNAL PROCESS	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) Training for Safety Officers Conducted	Actual number of batches provided for Safety Officers in compliance with RA No. 11058	5%	All or Nothing	500 new batches of OSH trainings	128%	5%	100%	5%	<ul style="list-style-type: none"> • 2022 Master list of the Training Conducted • Ten (10) Samples of the Training Evaluation Report • Ten (10) Samples of the Training Attendance Sheets • BOSH Training Attendance 	Target met.
	SO 7 Efficient Delivery of Technical Services											
	SM 8	Percentage of technical services completed within the process cycle time (PCT) ³	Number of Technical Services completed within PCT / Total number of Technical Services with a valid request	10%	(Actual/Target) x Weight 0% = if less than 95%	100% of technical services within the prescribed PCT	100%	10%	92%	9.23%	<ul style="list-style-type: none"> • Copy of the Process Cycle Time Monitoring Report (per type of Technical Service) • WEM and PPE Testing sample data 	502 out of 544 applications were processed within the applicable turnaround time.
		Subtotal:	50%						34.23%			

³ Technical Services: (1) Work Environment Measurement; (2) Biological Monitoring for heavy metals and organize solvents; (3) Personnel Protective Equipment (PPE) Testing. Applicable process cycle time based on ECC's compliance with Republic Act No. 11032 or Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

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SO 8 Maintenance and Implementation of Quality Management System											
SM 9	Improve Quality Management System	Actual accomplishment	5%	All or Nothing	Pass Surveillance Audit on ISO 9001:2015 Certification for all processes and three (3) REUs	5%	5%	5%	5%	<ul style="list-style-type: none"> Copy of the Surveillance Audit Report Copy of the ISO 9001:2015 Certificate 	Acceptable.
SO 9 Development of Human Resources Capabilities											
SM 10	Percentage of Employees with Required Competencies Met	Competency Baseline 2022-Competency Baseline 2021	5%	All or Nothing	Improvement on the Competency of the Organization based on the 2021 year-end assessment	-	-	ECC: 2021 Competency Level: 105% 2022 Competency Level: 103% OSHC: 2021 Competency Level: 100% 2022 Competency Level: 99.70%	0%	<ul style="list-style-type: none"> 2022 and 2021 Competency Assessment Report Ten (10) Samples of the Accomplished Competency Report 	Target not met.
SM 11	Integration of ECC and OSHC Structure, Operations, Systems, and Procedures	Actual Accomplishment	5%	All or Nothing	Submission of Complete Documentary Requirements for Proposed Restructuring Plan (RP)	-	-	Unverifiable	0%	<ul style="list-style-type: none"> Copy of the Finalized Terms of Reference for the Third-party Consultant 	Target not met.
Sub-total			15%						5%		
Total			100%						64.23%		

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