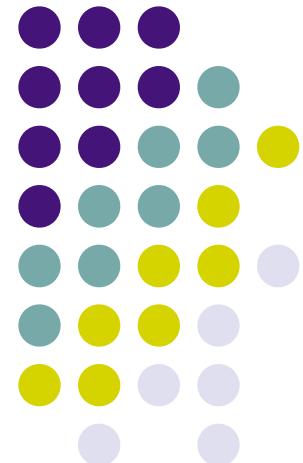


2012 State of the CSC Address

Francisco T. Duque III
Chairman
Civil Service Commission

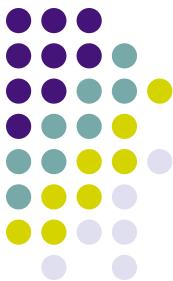




Recognized as Center for Excellence

- Client satisfaction rating for CSC frontline services
 - Governance Trailblazer Seal (PGS Revalida)
 - Highest rating of 98% (Pulse Asia Survey)

Recognized as Center for Excellence





Recognized as Center for Excellence

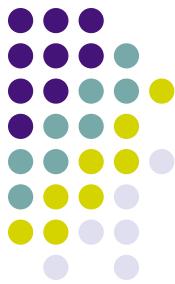


High Performing, Competent and Credible Civil Servants



- ARTA-Report Card Survey (ARTA-RCS) aims to:
 - obtain feedback on how agencies implement the provisions in their Citizen's Charter
 - to gather information or estimates of hidden costs incurred by clients in availing frontline services
 - to rate agency performance and client satisfaction in relation to ARTA

High Performing, Competent and Credible Civil Servants



- 2011 Target – assist at least 60% or 7 of 11 agencies which failed in the 2010 Report Card Survey
- We were able to achieve 29% compliance through a re-survey



High Performing, Competent and Credible Civil Servants

- Out of the 469 targeted agencies, 487 or 103.84% of high density/most complained agencies were surveyed

High Performing, Competent and Credible Civil Servants



- First 20 Province Governors conference held



High Performing, Competent and Credible Civil Servants



- Establishment of the Civil Service Institute
- Scholarships given to 2,085 employees



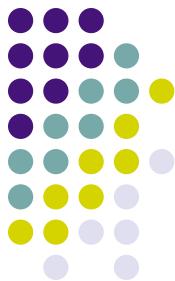
High Performing, Competent and Credible Civil Servants



- 21.30% increase in number of examinees for the Career Service Examination-Paper and Pencil Test



High Performing, Competent and Credible Civil Servants



- Digitization of examinees' Picture Seat Plan
- Development of CSC Computerized Examination System or COMEX



Provide Excellent HR Processes

- 152 agencies monitored via ARTA Watch
- 484 agencies evaluated via the ARTA Report Card Survey
- Out of the agencies surveyed, 72.09% received passing mark while 27.14% received failed ratings

Provide Excellent HR Processes



Provide Excellent HR Processes





Provide Excellent HR Processes

- Registration of 39 employees' organizations, bringing the total number of registered unions in government to 1,768
- Accredited 43 employees' organizations
- Registered 60 Collective Negotiation Agreements (CNAs)



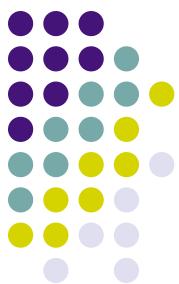
Provide Excellent HR Processes

- Draft policies on the
 - Institutionalization of General Assembly in the Entire Bureaucracy
 - Agency Climate and Satisfaction Level and Morale Survey
 - Enhanced Checklist of Healthy and Safe Working Conditions



Provide Excellent HR Processes

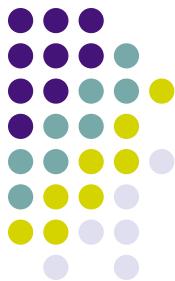




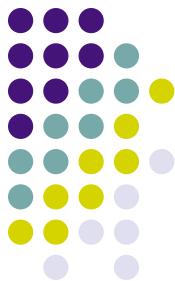
Provide Excellent HR Processes



Provide Excellent HR Processes



Provide Excellent HR Processes



- Health and Wellness observed through:
 - Anti-smoking Campaign implementation

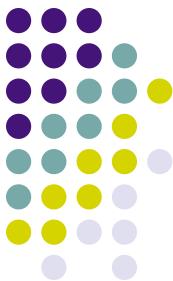




Provide Excellent HR Processes

- Health and Wellness observed through:
 - Botika Para Sa Taumbayan outlets nationwide

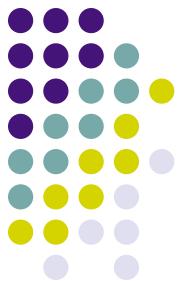
Provide Excellent HR Processes



Provide Excellent HR Processes



Ensure Fairness and Efficiency in Performing Quasi-Judicial Functions

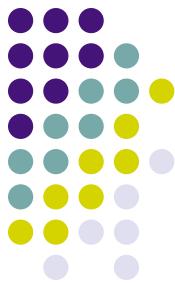




Ensure Fairness and Efficiency in Performing Quasi-Judicial Functions

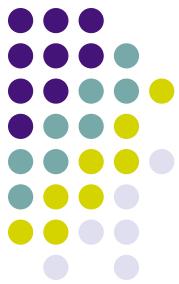
- 5,276 cases resolved, with 3,459 of this resolved within 40 days
- 85% of aging cases disposed at the Central Office

Enhance Competency of Our Workforce



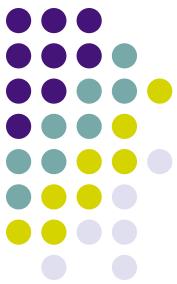
- Competency-based project sponsored by the Philippine-Australia Human Resource and Organizational Development Facility or PAHRODF
- Enhanced PRAISE guidelines
- CSC Merit Selection and Promotion Plan
- Job Rotation Plan

Enhance Competency of Our Workforce

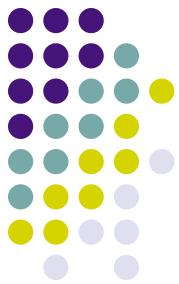


- Gender and Development or GAD mainstreaming including:
 - recognizing GAD champions
 - programs and activities to promote GAD advocacies
 - improvement of CSC Day Care Center

Enhance Competency of Our Workforce



Enhance Competency of Our Workforce



- Use of Office Performance Commitment and Review and the Individual Performance Commitment and Review
- Audit of 9 CSC offices nationwide

Ensure Efficient Management of Financial Resources



- 23% increase on net income in 2011
- Construction of CSI Training Room, OLA Hearing Room and Library, and CSC Board Room
- Blueprint for CAT and dormitory facilities

Cultivate Partnerships with Local and International Institutions



- PAHRODF (for Competency-Based HR Systems)
- United Nations Development Programme
- Department of the Interior and Local Government (for ARTA)
- PCSA partnerships (23 agencies)

Cultivate Partnerships with Local and International Institutions



- Marketing and Promotion of CSC Priority Programs
- Media Relations
- Social Media



Gawing

Angkod
Bayani

ang bawat
kawani!

2012 State of the CSC Address

Francisco T. Duque III
Chairman
Civil Service Commission

