

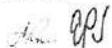


Republic of the Philippines
DEPARTMENT OF LABOR AND EMPLOYMENT
Intramuros, Manila



OFFICE PERFORMANCE COMMITMENT AND REVIEW (OPCR)
OFFICE: NATIONAL WAGES AND PRODUCTIVITY COMMISSION

I, **MARIA CRISELDA R. SY**, Head of the **NATIONAL WAGES AND PRODUCTIVITY COMMISSION**, commit to deliver and agree to be rated on the attainment of the following targets in accordance with the indicated measures for the period **JANUARY** to **JUNE**, 2022.


MARIA CRISELDA R. SY
Head of Agency
 

Date: 19 July 2022

Approved by:	Date:
SILVESTRE H. BELLO III	
Secretary	

5-Outstanding
4-Very Satisfactory
3- Satisfactory
2- Unsatisfactory
1-Poor

Organizational Outcome/PAP (1)	Success Indicators (Target + Measure) (2)	Allotted Budget (3)	Division/ Individuals Accountable (4)	Actual Accomplishments (5)	Rating				Remarks (10)
					Q ¹ (6)	Q ² (7)	T ³ (8)	A ⁴ (9)	
CORE INDICATORS									
ORGANIZATIONAL OUTCOME 1									
Capacity of MSMEs to implement productivity improvement program enhanced									
Enterprise Productivity Improvement Program									
1. Productivity Toolbox: ISTIV PAP, ISTIV Bayanihan, ISTIV Plus SIB, Service Quality, 5S/7S, Lean Management, Retail Service, Green Productivity, and other orientations) to improve workers' capacity and enterprise competitiveness	<ul style="list-style-type: none"> ➤ 9,760 MSMEs trained/oriented by end of November <ul style="list-style-type: none"> • 7,200 MSMEs oriented • 2,560 MSMEs trained <ul style="list-style-type: none"> ✓ 98% of the respondents rated the training services as satisfactory or better ✓ 1,152 or 45% of MSMEs trained with PIPs/Action Plans implemented 		RTWPBs in coordination with TTSD	<ul style="list-style-type: none"> ➤ 12,488 MSMEs (128%) trained/oriented with 29,495 participants benefitted as of June 2022 <ul style="list-style-type: none"> • 9,724 (135%) MSMEs oriented as of June 2022 • 2,764 (108%) MSMEs trained as of June 2022 <ul style="list-style-type: none"> ✓ 100% of the 3,238 respondents rated the training services as satisfactory or better with a response rate of 99% (3,238 out of 3,240) ✓ 278 out of 2,764 or 10% of MSMEs trained with PIPs/Action Plans implemented 					
	<ul style="list-style-type: none"> ✓ 160 MSMEs successfully implemented its PIP/Action Plans (Terminal Reports) by mid-December 			-					Scheduled on the last quarter of the year

Organizational Outcome/PAP	Success Indicators (Target + Measure)	Allotted Budget	Division/ Individuals Accountable	Actual Accomplishments	Rating				Remarks
					Q ¹	Q ²	T ³	A ⁴	
2. Technical Assistance on designing productivity performance-based incentive schemes (Tier 2)	<ul style="list-style-type: none"> ➤ 800 establishments provided with technical assistance on designing/ formulation of productivity/ performance-based incentives schemes completed by mid-December 2022 ➤ 96 or at least 12% of the total number of establishments provided with technical assistance have installed/enhanced productivity/performance-based incentive schemes by mid-December 2022 ➤ 48 establishments with productivity/performance-based incentive schemes documented by mid-December 2022 		<p>RTWPBs in coordination with WPRD</p> <p>RTWPBs in coordination with WPRD</p> <p>RTWPBs in coordination with WPRD</p>	<ul style="list-style-type: none"> ➤ 814 (102%) establishments provided with technical assistance on designing/ formulation of productivity/ performance-based incentives schemes as of June 2022 ➤ 7 out of 814 or 0.9% of the total number of establishments provided with technical assistance have installed/enhanced productivity/performance-based incentive schemes as of June 2022 ➤ 21 (44%) establishments with productivity/performance-based incentive schemes documented as of June 2022 					Scheduled on the second semester of the year
3. Development of Productivity Modules	<ul style="list-style-type: none"> ➤ Finalize seven (7) existing modules by end September 1) Succeeding in Business in the New Normal 2) Retail and Visual Merchandising 3) Costing and Pricing 4) Brand Reputation: Tips on Building a Good Brand Image 5) 4Ps of Marketing 6) Business Continuity and Resiliency Planning 7) Lean Management 4.0 		TTSD	<ul style="list-style-type: none"> ➤ Finalized the upgrading of five (5) existing modules on the 1st semester of 2022, namely: Succeeding in Business in the New Normal <ul style="list-style-type: none"> 1) Retail and Visual Merchandising 2) Costing and Pricing 3) Brand Reputation: Tips on Building a Good Brand Image 4) Business Continuity and Resiliency Planning ➤ Ongoing finalization of two (2) existing modules <ul style="list-style-type: none"> 1) 4Ps of Marketing 2) Lean Management 4.0 					

Organizational Outcome/PAP	Success Indicators (Target + Measure)	Allotted Budget	Division/ Individuals Accountable	Actual Accomplishments	Rating				Remarks
					Q ¹	Q ²	T ³	A ⁴	
	<ul style="list-style-type: none"> ➤ Developed three (3) new modules by EO December 2022 <ul style="list-style-type: none"> 1) Improving Work Life Balance by Implementing Productivity Tools and Methodologies in the Better Normal 2) Improving Productivity thru Financial Analysis 3) Improving Productivity through Employee Engagement 		TTSD	<ul style="list-style-type: none"> ➤ Ongoing development of modules <ul style="list-style-type: none"> 1) Improving Work Life Balance by Implementing Productivity Tools and Methodologies in the Better Normal <ul style="list-style-type: none"> • Revised and submitted concept note (June 09) • Ongoing conduct of research 2) Improving Productivity thru Financial Analysis <ul style="list-style-type: none"> • Concept note approved (June 17) • Ongoing preparation of training materials 3) Improving Productivity through Employee Engagement <ul style="list-style-type: none"> • Forwarded letter of request for interview to MSME beneficiaries (June 01) • Ongoing research, design, and development of the module • Interview questionnaire approved (June 21) • Coordinated with PMAP, RBs 3 and NCR re: Companies with employee engagement program 					
4. Development of Digital Learning Materials on Productivity	<ul style="list-style-type: none"> ➤ Developed three (3) new e-Learning modules within the year <ul style="list-style-type: none"> 1) 8 Type of Wastes 2) Visual Merchandising 3) Enhance Stock Control 		TTSD	<ul style="list-style-type: none"> ➤ Ongoing development of three (3) new e-Learning modules <ul style="list-style-type: none"> 1) 8 Type of Wastes 2) Visual Merchandising 3) Enhance Stock Control 					
5. Capacity Building	<ul style="list-style-type: none"> ➤ Conducted capacity building on Design Thinking by EO December 2022 		TTSD	-					Scheduled on the last quarter of the year

Organizational Outcome/PAP	Success Indicators (Target + Measure)	Allotted Budget	Division/ Individuals Accountable	Actual Accomplishments	Rating				Remarks																
					Q ¹	Q ²	T ³	A ⁴																	
6. Technical Assistance	➤ Provided technical assistance in the conduct of Productivity Training Programs, as requested by RBs and/or partner agencies		TTSD	➤ Provided twenty-one (21) technical assistance in the conduct of Productivity Training Programs, as requested by RBs and/or partner agencies <table border="1"> <thead> <tr> <th>MONTH</th> <th>QTY</th> </tr> </thead> <tbody> <tr> <td>January</td> <td>No requests</td> </tr> <tr> <td>February</td> <td>1</td> </tr> <tr> <td>March</td> <td>2</td> </tr> <tr> <td>April</td> <td>5</td> </tr> <tr> <td>May</td> <td>8</td> </tr> <tr> <td>June</td> <td>5</td> </tr> <tr> <td>Total</td> <td>21</td> </tr> </tbody> </table>	MONTH	QTY	January	No requests	February	1	March	2	April	5	May	8	June	5	Total	21					
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7. 2022 National Productivity Conference	➤ Conducted the 2022 National Productivity Conference by mid-December 2022		PPRD	➤ Conducted Pre-NPC Activities <ul style="list-style-type: none"> • Prepared/ revised and submitted the following documents: proposal and matrix for NPC venues, proposed topics and resource persons, proposed programs, cost estimates, concept note, presentation material for the directors • Presented to the Directorate the revised 2022 NPC proposal based on their initial comments of the Directorate on February 22, 2022 and June 16, 2022 • Revised the 2022 NPC budget with the inclusion of face-to-face option for 50 to 200 pax and venue (Cebu and Manila) • Revised 2022 NPC concept note and submitted on June 07, 2022 																					

Organizational Outcome/PAP	Success Indicators (Target + Measure)	Allotted Budget	Division/ Individuals Accountable	Actual Accomplishments	Rating				Remarks
					Q ¹	Q ²	T ³	A ⁴	
				and July 15, 2022					
ORGANIZATIONAL OUTCOME 2									
Fair and reasonable minimum wages in accordance with law ensured									
Wage Regulatory Program									
1. Two-Tiered Wages System (TTWS) ➤ Tier 1	<ul style="list-style-type: none"> ➤ 12 TTWS monthly regional monitoring reports submitted ➤ At least one (1) public hearing conducted if the Board issues a Wage Order; Consultations, as necessary ➤ Wage Orders issued, as necessary ➤ Percentage of number of minimum wage rates above poverty threshold: <ul style="list-style-type: none"> • 100% of wage rates above the 2012 poverty threshold • 98.4% of wage rates above the 2015 poverty threshold • 41.43% of wage rates above the 2018 poverty threshold 		RTWPBs, WPRD, RALD	<ul style="list-style-type: none"> ➤ 6 TTWS monthly regional monitoring reports submitted ➤ 41 public hearings conducted; 35 public consultations conducted ➤ 16 Wage Orders issued ➤ Percentage of number of minimum wage rates above poverty threshold: <ul style="list-style-type: none"> • 100% of wage rates above the 2012 poverty threshold • 100% of wage rates above the 2015 poverty threshold • 68.7% of wage rates above the 2018 poverty threshold 					
➤ Facility Evaluation (FE)	➤ 100% of requests for technical assistance on Facility Evaluation (FE) with complete supporting documents acted upon within the prescribed 35-day PCT		RTWPBs in coordination with WPRD	<ul style="list-style-type: none"> ➤ 100% of 24 FE applications/ requests from firms with complete documents acted upon <ul style="list-style-type: none"> • 20 out of 23 or 87% FE orders issued 					Status of 3 pending applications (as of 18 July 2022):

Organizational Outcome/PAP	Success Indicators (Target + Measure)	Allotted Budget	Division/ Individuals Accountable	Actual Accomplishments	Rating				Remarks
					Q ¹	Q ²	T ³	A ⁴	
									>1 FE order issued on 06 July (RB I) >1 application withdrawn after the reporting period (RB V) >1 application still on process i.e. valuation of facilities (RB VI)
➤ Time & Motion Studies (TMS)	➤ 100% of requests for technical assistance on Time & Motion Studies (TMS) with complete supporting documents acted upon within the prescribed 35-day PCT		RTWPBs in coordination with WPRD	➤ 100% of 9 TMS applications/ requests from firms with complete documents acted upon <ul style="list-style-type: none">• 8 out of 9 or 89% piece rate orders/production standards issued					Remaining piece rate order for approval/ signature of DOLE RD
➤ D.O. 118-12 (Bus)	➤ 100% of requests for part-fixed, part performance-based compensation schemes for bus companies acted within 10 days from receipt of complete supporting documents		RTWPBs in coordination with WPRD	➤ 100% of 39 applications/ requests with complete documents acted upon <ul style="list-style-type: none">• All 39 Orders issued					
➤ Minimum Wage for Domestic Workers	➤ Domestic Wage Order issued, as necessary		RTWPBs in coordination with WPRD and RALD	➤ 16 Wage Orders for Domestic Workers issued ➤ 32 public hearings conducted; 33 public consultations conducted					

Organizational Outcome/PAP	Success Indicators (Target + Measure)	Allotted Budget	Division/ Individuals Accountable	Actual Accomplishments	Rating				Remarks																	
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2. Wage Exemption Application ➤ Resolution on Wage Exemption Applications ➤ Report on Status of Wage Exemption Applications submitted to NCMB	➤ Achieved 98% disposition rate on application for exemption filed with RBs within the 45-day reglementary period ➤ Submitted 12 monthly reports to NCMB every end of the month		RTWPBs RALD	➤ As of 25 June 2022, there was only one (1) application for exemption that was filed with the Regional Boards. The same is yet to be disposed and remains pending before RTWPB-VII. ➤ Submitted 6 monthly report on status of wage exemption applications to NCMB <table border="1"> <thead> <tr> <th>MONTH</th> <th>DATE OF SUBMISSION</th> </tr> </thead> <tbody> <tr> <td>January</td> <td>January 26</td> </tr> <tr> <td>February</td> <td>February 28</td> </tr> <tr> <td>March</td> <td>March 25</td> </tr> <tr> <td>April</td> <td>April 26</td> </tr> <tr> <td>May</td> <td>May 25</td> </tr> <tr> <td>June</td> <td>June 27</td> </tr> </tbody> </table>	MONTH	DATE OF SUBMISSION	January	January 26	February	February 28	March	March 25	April	April 26	May	May 25	June	June 27								
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3. Appeals on Wage Orders and Wage Exemption Applications	➤ Achieved 98% disposition rate on appeal on wage orders and exemption cases within the 60-day reglementary period		RALD	➤ As of 30 June 2022, there were a total of twelve (12) appeals on Wage Orders, ten (10) of those are for Private Establishments and two (2) are for the Domestic Workers <table border="1"> <thead> <tr> <th rowspan="2">REGION</th> <th colspan="2">TOTAL NUMBER OF APPEALS</th> </tr> <tr> <th>Private Establishments</th> <th>Domestic Workers</th> </tr> </thead> <tbody> <tr> <td>RTWPB -NCR</td> <td>1</td> <td>-</td> </tr> <tr> <td>RTWPB -VI</td> <td>8</td> <td>2</td> </tr> <tr> <td>RTWPB -VIII</td> <td>1</td> <td>-</td> </tr> <tr> <td>TOTAL</td> <td>10</td> <td>2</td> </tr> </tbody> </table>	REGION	TOTAL NUMBER OF APPEALS		Private Establishments	Domestic Workers	RTWPB -NCR	1	-	RTWPB -VI	8	2	RTWPB -VIII	1	-	TOTAL	10	2					
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Organizational Outcome/PAP	Success Indicators (Target + Measure)	Allotted Budget	Division/ Individuals Accountable	Actual Accomplishments	Rating				Remarks
					Q ¹	Q ²	T ³	A ⁴	
4. Advocacy and Information Services - Tamang Kaalaman sa Kita at Kakayahan (T3K)	<ul style="list-style-type: none"> ➤ 300,000 clients reached thru advocacy and information services by end of November 2022 <ul style="list-style-type: none"> • Public information assistance provided to clients • IEC materials developed and disseminated • Wage Clinique/Seminars/LS • Mass media campaigns ✓ 98% of the respondents rated the frontline services as satisfactory or better 		RTWPBs, PID	<ul style="list-style-type: none"> ➤ 313,998 (105%) clients reached thru advocacy and information services as of June 2022 <ul style="list-style-type: none"> • 11,887 Public information assistance provided to clients • 59,895 IEC materials developed and disseminated • 15,904 Wage Clinique/Seminars/LS • 226,312 Mass media campaigns ✓ 100% of the 1,542 respondents rated the frontline services as satisfactory or better with a response rate of 90% (1,542 out of 1,711) 					
5. Learning Sessions	<ul style="list-style-type: none"> ➤ 12 learning sessions on wages, productivity and labor market-related topics/concerns conducted in a year <ul style="list-style-type: none"> • 98% of respondents rated the Learning Sessions as satisfactory or better 	Self-funded project	PID	<ul style="list-style-type: none"> ➤ 11 learning sessions on wages, productivity and labor market-related topics/concerns conducted <ul style="list-style-type: none"> • 100% of the 2,835 respondents rated the Learning Sessions as satisfactory or better with a response rate of 100% (2,835 out of 2,835) 					
6. Research studies/technical papers/reports on wages and productivity as bases for sound policy formulation/recommendation	<ul style="list-style-type: none"> ➤ Conducted/completed eight (8) research studies/ technical papers/reports on wages and productivity within the year, namely: (Research titles may change depending on the instructions/priorities set by the Commission) 								

Organizational Outcome/PAP	Success Indicators (Target + Measure)	Allotted Budget	Division/ Individuals Accountable	Actual Accomplishments	Rating				Remarks
					Q ¹	Q ²	T ³	A ⁴	
	➤ Assessment of Productivity Toolbox		PPRD and TTSD	<p>➤ Preparation of research materials:</p> <ul style="list-style-type: none"> • Conducted initial desk research on the assessment tools and frameworks for the study of the Productivity Toolbox • Prepared/ revised/ submitted the following documents: Timeline of Activities, Concept Note, Guide Question for Focus Group Discussions (FGDs), invitation letters for beneficiaries, document review guide, template of invitation letters for FGD participants, memo for RBs, presentation material for the conduct of FGD • Conducted data cleaning on the list of Productivity Toolbox beneficiaries for sampling purposes and preparation of necessary documents for the selection of participants to the FGD • Reviewed and assessed terminal reports of selected Productivity Toolbox beneficiaries and prepared summary of findings <p>➤ Conduct of Virtual Focus Group Discussions:</p> <ul style="list-style-type: none"> • Conduct of FGD for the following groups: <ul style="list-style-type: none"> – Group 1 – NCR, CAR, Regions I, II, III, and IVA (June 22) – Group 2 - Regions IV-B, V, VI, VII, and VIII (June 29) 					

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					Q ¹	Q ²	T ³	A ⁴	
				<ul style="list-style-type: none"> Post evaluation meeting on FGD Group 1 and preparation meeting with TTSD before the conduct of FGD Group 2 (June 27) Conduct of FGD for Prepared highlights of the FGDs and compiled the photo documentation 					
	<ul style="list-style-type: none"> Review of the criteria and mechanics of the Productivity Olympics 		PPRD	<ul style="list-style-type: none"> Drafted/submitted Productivity Olympics Guidebook Manual Drafted/reviewed/endorsed concept note Drafted memorandum for selected TWG on Review of PO Criteria, Mechanics, Guidelines, and key area of discussion matrix for review 					
	<ul style="list-style-type: none"> Amendments to the Republic Act 6971 		PPRD	<ul style="list-style-type: none"> Prepared and submitted the following documents for Senators Ralph Recto, Imee Marcos, and Nancy Binay: Consolidated bills authored/sponsored, letters regarding the sponsorship, and route slip and memo to SecLab Conducted regular coordination with the Senate Committee on Labor, Employment & Human Resources Development to monitor the status of amendments to RA 6971 or HB 10410 Prepared memo to DLLO on 19th Congress and Implementation of Amendment of RA 6971 (Status of 18th Congress) Provided inputs on the exploratory notes of the proposed bill on productivity of Cong. Mark Go for the 19th Congress 					<p>Letters to Senators Binay, Marcos, and Recto were returned to NWPC due to SecLab's official business outside of the country</p> <p>Letter to Senator Recto was excluded due to his end of term as senator</p>

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					Q ¹	Q ²	T ³	A ⁴	
				<ul style="list-style-type: none"> ➤ Conducted initial inquiry on the process of Tax Incentive availment under RA 6971 through BIR offices (Regional/District) and via FOI website and prepared draft flow chart ➤ Conducted a consultation meeting with BIR to discuss Availment of Tax Incentives under RA 6971 (April 8) 					
	<ul style="list-style-type: none"> ➤ A Study on the Prevailing Wage and Productivity Practices of Barangay Micro-Business Enterprises 		WPRD	<ul style="list-style-type: none"> ➤ Prepared and presented FGD Guide to the Commission en Banc ➤ Closely coordinated with DTI on the requested BMBE data and list of BMBE focal persons ➤ Prepared and disseminated memo to the RTWPBs to commence coordination with BMBE focal persons on the FGDs ➤ Conducted orientation on the FGD guide for the RTWPBs 					In collaboration with DTI
	<ul style="list-style-type: none"> ➤ Exploratory Study on the Effects of Minimum Wage on Workers in the Informal Sector 		WPRD	<ul style="list-style-type: none"> ➤ Drafted/submitted/revise: <ul style="list-style-type: none"> • Concept Note • Terms of Reference • Financial Proposal ➤ Prepared/submitted/sent letter to PSA for FIES and LFS PUFs ➤ Organized, attended and documented: <ul style="list-style-type: none"> • Huddle with prospective consultant • Huddle with ILO for financial and technical assistance ➤ Coordinated with the prospective consultant and ILO on their comments and inputs on the Terms of Reference 					In collaboration with third-party expert

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					Q ¹	Q ²	T ³	A ⁴	
				<ul style="list-style-type: none"> ➤ Presented the Concept Note and Terms of Reference to the Commission en Banc 					
	<ul style="list-style-type: none"> ➤ Exploratory Study on the Influence of Minimum Wage Issuances to CBA-Negotiated Wage Increases 		WPRD	<ul style="list-style-type: none"> ➤ Prepared/submitted concept note ➤ Drafted letter to BLR requesting FGD participants from the management and labor sectors ➤ Prepared, submitted and presented FGD Guide to the Executive Director ➤ Coordinated with BLR on FGD participants and CBAs with economic/wage provisions in NCR 					In collaboration with DOLE-BLR
	<ul style="list-style-type: none"> ➤ Review on How the Pandemic Influenced the Legal and Policy Frameworks on Employment and Work Arrangement 		RALD	<ul style="list-style-type: none"> ➤ Facilitate migration of data to the system and data gathering/processing of common gaps; ➤ Conducted Desk Research ➤ Ongoing analysis of the results of the desk research (70% completed) ➤ Ongoing Formulation of Findings based on the results of the desk research 					
	<ul style="list-style-type: none"> ➤ Formulation of NWPC Guidelines for Cyber Security which will form part of the NWPC Data Privacy Manual 		RALD	<ul style="list-style-type: none"> ➤ Prepared/submitted concept note ➤ Conducted Desk Research ➤ Drafted the Guidelines ➤ Ongoing review – 53% 					

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					Q ¹	Q ²	T ³	A ⁴									
FINANCIAL MANAGEMENT																	
1. Financial Management	<p>➤ At least 60% Disbursements Budget Utilization Rate (BUR)</p> <p>Disbursement Rate = $\frac{\text{Total Disbursements (cash}^1 \text{ and non-cash}^2, \text{ excluding PS), net of payments made in 2022 for past years' obligation}^3}{\text{Total Obligations (excluding PS, from valid appropriations}^4)}$</p> <p><i>where Total Disbursements is net of transfers to Procurement Service (PS), Philippine International Trading Corporation (PITC), and other implementing agencies which have not been delivered.</i></p> <p><i>[per IATF on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems (AO 25)'s MC No. 2021-1]</i></p> <p>¹ Sourced from Notice of Cash Allocation/Notice of Transfer of Allocation ² Tax Remittance Advice ³ Not yet due and demandable and prior year's due and demandable obligations ⁴ Valid appropriations refer to the FY 2022 GAA, FY 2021 GAA (Continuing in 2022)</p>		FMD	<p>➤ Obligation Rate</p> <table border="1"> <tr> <td>1st Quarter</td> <td>23.15%</td> </tr> <tr> <td>2nd Quarter</td> <td>53.15%</td> </tr> </table> <p>➤ Disbursement Rate</p> <table border="1"> <tr> <td>1st Quarter</td> <td>90.52%</td> </tr> <tr> <td>2nd Quarter</td> <td>94.93%</td> </tr> </table>	1 st Quarter	23.15%	2 nd Quarter	53.15%	1 st Quarter	90.52%	2 nd Quarter	94.93%					
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NON-CORE INDICATORS																	
Support to Operations																	
1. Communication Program	<p>➤ Submitted to IPS a copy of the approved Communication Plan of the NWPC for January to December 2022 by 31 March 2022</p>		PID, RTWPBs, Directorate	<p>➤ Submitted to IPS a copy of the approved Communication Plan of the NWPC for January to December 2022 on 28 March 2022</p>													

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	<ul style="list-style-type: none"> ➤ Submitted to IPS at least three (3) Good News Stories and/or Press Releases by end of each month ➤ Disseminated three (3) Good News Stories and/or Press Release by end of each month in quad media ➤ Attended 100% of requests for TV/radio interviews 		<p>PID, RTWPBs</p> <p>PID, RTWPBs</p> <p>Directorate, PID, RTWPBs</p>	<ul style="list-style-type: none"> ➤ Submitted 12 monthly reports to DOLE-IPS <table border="1"> <thead> <tr> <th>MONTH</th> <th>QTY</th> <th>DATE</th> </tr> </thead> <tbody> <tr><td>January</td><td>7</td><td>Feb 09</td></tr> <tr><td>February</td><td>10</td><td>Mar 09</td></tr> <tr><td>March</td><td>6</td><td>Apr 22</td></tr> <tr><td>April</td><td>7</td><td>May12</td></tr> <tr><td>May</td><td>6</td><td>May 31</td></tr> <tr><td>June</td><td>8</td><td>June 30</td></tr> <tr><td>Total</td><td>44</td><td></td></tr> </tbody> </table> <ul style="list-style-type: none"> ➤ Submitted 12 monthly reports to DOLE-IPS <table border="1"> <thead> <tr> <th>MONTH</th> <th>QTY</th> <th>DATE</th> </tr> </thead> <tbody> <tr><td>January</td><td>7</td><td>Feb 09</td></tr> <tr><td>February</td><td>10</td><td>Mar 09</td></tr> <tr><td>March</td><td>6</td><td>Apr 22</td></tr> <tr><td>April</td><td>7</td><td>May 12</td></tr> <tr><td>May</td><td>6</td><td>May 31</td></tr> <tr><td>June</td><td>8</td><td>June 30</td></tr> <tr><td>Total</td><td>44</td><td></td></tr> </tbody> </table> <ul style="list-style-type: none"> ➤ Attended 100% of 96 requests for TV/radio interviews 	MONTH	QTY	DATE	January	7	Feb 09	February	10	Mar 09	March	6	Apr 22	April	7	May12	May	6	May 31	June	8	June 30	Total	44		MONTH	QTY	DATE	January	7	Feb 09	February	10	Mar 09	March	6	Apr 22	April	7	May 12	May	6	May 31	June	8	June 30	Total	44					
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2. Statistical Performance Reporting System (SPRS)	<ul style="list-style-type: none"> ➤ 100% SPRS monthly report submitted within ten (10) working days after the reference month 		PID	<ul style="list-style-type: none"> ➤ Submitted 6 monthly SPRS to DOLE-PS and uploaded to DPX as of June 2022 <table border="1"> <thead> <tr> <th>MONTH</th> <th>DATE OF SUBMISSION</th> </tr> </thead> <tbody> <tr><td>January</td><td>March 29</td></tr> <tr><td>February</td><td>March 29</td></tr> <tr><td>March</td><td>April 07</td></tr> <tr><td>April</td><td>May 11</td></tr> <tr><td>May</td><td>June 09</td></tr> <tr><td>June</td><td>July 05</td></tr> </tbody> </table>	MONTH	DATE OF SUBMISSION	January	March 29	February	March 29	March	April 07	April	May 11	May	June 09	June	July 05					Targets were finalized after the NWPC-RTWPB Planning on 17-18 March 2022. Also, the DPX is still closed for uploading.																																	
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3. Implementation of Quality Management System (QMS) aligned with International Organization for Standardization (ISO) Standards or Continuing ISO certification of Process/es and System/s	<ul style="list-style-type: none"> ➤ Sustained certification to ISO 9001:2015 by the end of December 2022 ➤ Submission of QMS Quarterly Reports on the continual improvements activities and initiatives using the prescribed format on or before the 15th day of the month following the reference quarter 		<p>QMS Committee and Program Managers</p> <p>QMS Committee and Program Managers</p>	<ul style="list-style-type: none"> ➤ Passed and maintained the Recertification Audit by TUVRheinland on 01-02 March 2022 ➤ Submitted QMS Progress Report to DOLE-FMS <ul style="list-style-type: none"> • 1st Quarter: 31 March 2022 • 2nd Quarter: 08 July 2022 																										
4. NWPC Citizen Charter/ Anti-Red Tape Act (ARTA) Implementation/ Hotline 8888	<ul style="list-style-type: none"> ➤ Resolved 100% of complaints/requests for assistance to clients coursed through the Hotline 8888, CSC Contact Center ng Bayan and Office of the Secretary within the required 72-hour response time <p><i>Note: Resolved means the provided proof of appropriate, concrete and specific action coupled with proof of proper coordination and communication with the caller has been submitted and accepted for closure.</i></p>		AD	<ul style="list-style-type: none"> ➤ Submitted 6 monthly reports to DOLE-HRDS (Complaints Unit) and Office of Usec. Ebarle with breakdown as follows: <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th>MONTH</th> <th>NUMBER OF COMPLAINT</th> <th>DATE OF SUBMISSION</th> </tr> </thead> <tbody> <tr> <td>January</td> <td>None</td> <td>Jan 31</td> </tr> <tr> <td>February</td> <td>2</td> <td>Feb 28</td> </tr> <tr> <td>March</td> <td>10</td> <td>Mar 31</td> </tr> <tr> <td>April</td> <td>2</td> <td>Apr 29</td> </tr> <tr> <td>May</td> <td>5-6*</td> <td>May 31</td> </tr> <tr> <td>June</td> <td>2</td> <td>Jun 30</td> </tr> </tbody> </table> <p>* Two tickets registered for one client (lengthy query) then responded once</p>	MONTH	NUMBER OF COMPLAINT	DATE OF SUBMISSION	January	None	Jan 31	February	2	Feb 28	March	10	Mar 31	April	2	Apr 29	May	5-6*	May 31	June	2	Jun 30					
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	<ul style="list-style-type: none"> ➤ Achieved no less than 75% client satisfaction rating of at least Satisfactory on 8 Service Quality Dimensions (Responsiveness, Reliability, Access and Facility, Communication, Costs, Integrity, Assurance and Outcome) 		AD, PID	<ul style="list-style-type: none"> ➤ 100% or 7,615 respondents rated the services as satisfactory or better ➤ Submitted 6 monthly reports to DOLE-FMS <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th>MONTH</th> <th>DATE OF SUBMISSION</th> </tr> </thead> <tbody> <tr> <td>January</td> <td>February 08</td> </tr> <tr> <td>February</td> <td>March 07</td> </tr> <tr> <td>March</td> <td>April 06</td> </tr> </tbody> </table>	MONTH	DATE OF SUBMISSION	January	February 08	February	March 07	March	April 06																		
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General Administrative and Support Services																								
1. Strategic Performance Management System (SPMS)	<ul style="list-style-type: none"> ➤ 2022 OPCR submitted within 10 working days from receipt of the approved template ➤ 2022 Reformulated OPCR submitted within 10 working days from receipt of the approved template 		<p>PID in coordination with all Divisions</p> <p>PID in coordination with all Divisions</p>	<p>Template received from DOLE-PS: March 18 Deadline: April 01</p> <ul style="list-style-type: none"> ➤ Received e-mail on 22 March 2022 ➤ Requested input from all program managers on 23 March 2022 ➤ Submitted a copy of the 2022 NWPC OPCR template with inputs from all program managers on 29 March 2022 to Dir EPJ ➤ Submitted signed copy of the 2022 NWPC OPCR template and its Rating Guide on 01 April 2022 to DOLE-PS: opcr_ps@dole.gov.ph <p style="text-align: center;">-</p>																				
	<ul style="list-style-type: none"> ➤ 2022 OPCR with accomplishments as of 1st semester submitted within 15 working days after the reference period 		PID in coordination with all Divisions	<ul style="list-style-type: none"> ➤ Requested input from all program managers on 01 July 2022 <table border="1"> <thead> <tr> <th>DIVISION</th> <th>DATE OF SUBMISSION</th> </tr> </thead> <tbody> <tr> <td>WPRD</td> <td>July 01</td> </tr> <tr> <td>PPRD</td> <td>July 05</td> </tr> <tr> <td>RALD</td> <td>July 08</td> </tr> <tr> <td>TTSD</td> <td>July 05</td> </tr> <tr> <td>FMD</td> <td>July 07</td> </tr> <tr> <td>AD</td> <td>July 08</td> </tr> <tr> <td>PID</td> <td>July 05</td> </tr> </tbody> </table>	DIVISION	DATE OF SUBMISSION	WPRD	July 01	PPRD	July 05	RALD	July 08	TTSD	July 05	FMD	July 07	AD	July 08	PID	July 05				
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				<ul style="list-style-type: none"> ➤ Endorsed the accomplished NWPC OPCR as of June 2022 with inputs from all program managers on 08 July 2022 to Dir EPJ/DED Jing ➤ Submitted an advance copy of the accomplished NWPC OPCR to DOLE-PS on 14 July 2022 																			
	<ul style="list-style-type: none"> ➤ 2022 OPCR with accomplishments as of 31 December 2022 submitted within 15 working days after the reference period 		PID in coordination with all Divisions	-																			
2. Reporting of Key Frontline Services Accomplishments of DOLE-CO, ROS, POLOs and Attached Agencies	<ul style="list-style-type: none"> ➤ 100% of Key Frontline Services delivered within the prescribed Process Cycle Time (PCT) as declared in the DOLE Citizen's Charter and reported monthly to the IAS 		PID	<ul style="list-style-type: none"> ➤ Submitted 6 monthly reports to IAS <table border="1" style="margin-left: 20px;"> <thead> <tr> <th>MONTH</th> <th>DATE OF SUBMISSION</th> </tr> </thead> <tbody> <tr> <td>January</td> <td>February 03</td> </tr> <tr> <td>February</td> <td>March 04</td> </tr> <tr> <td>March</td> <td>March 31</td> </tr> <tr> <td>April</td> <td>May 02</td> </tr> <tr> <td>May</td> <td>June 03</td> </tr> <tr> <td>June</td> <td>July 01</td> </tr> </tbody> </table>	MONTH	DATE OF SUBMISSION	January	February 03	February	March 04	March	March 31	April	May 02	May	June 03	June	July 01					
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3. Transparency Seal Compliance	<ul style="list-style-type: none"> ➤ 100% compliance with Transparency Seal requirements in accordance with the General Appropriations Act (GAA), IATF Memorandum Circular and other Joint Circulars and Memorandum Circulars that may be issued by agencies in authority, with the following schedule: 		AD, FMD, PID in coordination with concerned program managers	<ul style="list-style-type: none"> ➤ 100% of Transparency seal based on GAA, IATF MC 2018-1 requirements posted in the NWPC website 																			

Organizational Outcome/PAP	Success Indicators (Target + Measure)	Allotted Budget	Division/ Individuals Accountable	Actual Accomplishments	Rating				Remarks
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	Date of On-line Checking <ul style="list-style-type: none"> • Q4 2021 - March 10, 2022 • Q1 2022 - May 10, 2022 • Q2 2022 - August 10, 2022 • Q3 2022 - September 30, 2022 								

AVERAGE RATING

Category	Program	Rating			
Core Indicators					
Non-Core Indicators					
Total Overall Rating					
Final Average Rating					
Adjectival Rating					

Assessed by:			Final Rating by:		
	Date		Date		Date
DIRECTOR ADELINE T. DE CASTRO		UNDERSECRETARY RENATO L. EBARLE		SILVESTRE H. BELLO III	
Planning Service		PMT-CHAIRPERSON		Secretary	

Legend: 1- Efficiency/Quantity 2- Effectiveness/Quality 3- Timeliness 4- Average