



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



MEMORANDUM

TO: EXECUTIVE DIRECTOR MARIA CRISELDA R. SY, CESO
National Wages and Productivity Commission (NWPC)

SUBJECT: 2023 FINAL OPCR RATING

DATE: 2 MAY 2024

I am pleased to inform you that the National Wages and Productivity Commission received a rating of **4.903** or **Very Satisfactory** for its 2023 Office Performance Commitment and Review (OPCR).

The OPCR rating will serve as basis in assessing employees performance using the Individual Performance Commitment and Review.

I commend the NWPC for its contributions in attaining the Department's 2023 targets.


BIENVENIDO E. LAGUESMA
Secretary



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

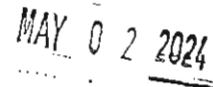


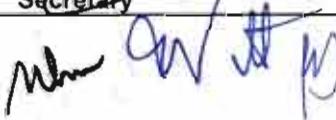
OFFICE PERFORMANCE COMMITMENT AND REVIEW (OPCR)
OFFICE: NATIONAL WAGES AND PRODUCTIVITY COMMISSION

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 **DECEMBER**, 2023.


MARIA CRISELDA R. SY
Head of Agency *✍️*

Date: 19 January 2024

Approved by:	
 BIENVENIDO E. LAGUESMA Secretary	Date: 

fi


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

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)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
CORE INDICATORS									
ORGANIZATIONAL OUTCOME 1: Capacity of MSMEs to implement productivity improvement program enhanced									
Enterprise Productivity Improvement Program		30,692,000							
1. Productivity Toolbox: Training and Orientation (to improve workers' capacity and enterprise competitiveness)	<ul style="list-style-type: none"> ▶ 15,000 MSMEs trained/oriented by end of November 2023 ▪ 11,800 MSMEs oriented ✓ 98% of respondents rated the training services as satisfactory or better ▪ 3,200 MSMEs trained ✓ 50% of MSMEs trained with PIPs/Action Plans implemented by mid-December 2023 (3rd - 4th quarter) ✓ 160 MSMEs successfully implemented its PIP/Action 		TTSD, RTWPBs	<ul style="list-style-type: none"> ▶ 19,581 (131%) MSMEs trained/oriented (Target completed by Aug 2023) guide ▪ 14,799 (125%) MSMEs oriented ✓ 100% of 7,118 respondents rated the training services as satisfactory or better ▪ 4,782 (149%) MSMEs trained ✓ 70% or 3,345 of MSMEs trained with PIPs/Action Plans (Target completed by Sept 2023) ✓ 243 (152%) MSMEs successfully implemented its PIP/Action Plans with an evaluation of 100% on 	5	5	5	5	PS-Marc o
					5	5	5	5	
					5	5	4	4.67	

Organizational Outcome/PAP	Success Indicators (Target + Measure)	Allotted Budget	Division/Individuals Accountable	Actual Accomplishments	Rating				Remarks
					Q 1	Q 2	T 3	A 4	
	Plans (Terminal Reports) by mid-December 2023			completeness and quality (Target completed by Nov 2023)					
2. Technical Assistance on designing productivity performance-based incentive schemes (PBIS)	<ul style="list-style-type: none"> ▶ 1,200 establishments provided with technical assistance on designing/ formulation of productivity/ performance-based incentives schemes completed by mid-December 2023 		WPRD, RTWPBs	<ul style="list-style-type: none"> ▶ 1,470 (123%) establishments provided with technical assistance on designing/ formulation of productivity/ performance-based incentives schemes (Target completed by Sept 2023) 					
	<ul style="list-style-type: none"> ▪ 160 or at least 14% of the total number of establishments provided with technical assistance have installed/enhanced productivity/performance-based incentive schemes (PBIS) by mid-December 2023 ▪ 96 establishments with productivity/performance-based incentive schemes documented by mid-December 2023 			<ul style="list-style-type: none"> ▪ 207 of 1,470 (14%) establishments provided with technical assistance have installed/enhanced productivity/performance-based incentive schemes (Target completed by mid-December 2023) ▪ 114 (119%) establishments with productivity/performance-based incentive schemes documented (Target completed by October 2023) ▪ Approved upon second submission, with 1 minor change 	5	3	4.4	4.5	PS-Marc o Approved appeal to 4.15 based on ARR.
3. Development of Productivity Modules	<ul style="list-style-type: none"> ▶ Developed five (5) new modules by end of December 2023 			<ul style="list-style-type: none"> ▶ Developed five (5) new modules 					
	<ul style="list-style-type: none"> 1. Service Quality Improvement Program for Workers in Tourism Sector 		TTSD	<ul style="list-style-type: none"> 1. Service Quality Improvement Program for Workers in Tourism Sector (March 2023) 	N A	5	5	5	PS-Marc o

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"> 2. Improving Productivity Through Inventory Management 3. Improving Productivity Through Design Thinking 4. Management Principles on Improving Productivity 5. Compensation and Benefits for MSMEs (<i>one of the Secretary's Directives</i>) 			<ul style="list-style-type: none"> - 100% of respondents rated S and above on the content portion of training evaluation 2. Improving Productivity Through Inventory Management (Oct 2023) <ul style="list-style-type: none"> - 100% of respondents rated S and above on the content portion of training evaluation 3. Improving Productivity Through Design Thinking (Aug 2023) <ul style="list-style-type: none"> - 100% of respondents rated S and above on the content portion of training evaluation 4. Management Principles on Improving Productivity (Aug 2023) <ul style="list-style-type: none"> - 100% of respondents rated S and above on the content portion of training evaluation 5. Compensation and Benefits for MSMEs (1st week of Dec 2023) <ul style="list-style-type: none"> - 1 revision from the directorate level 					
	<ul style="list-style-type: none"> • Updated Productivity 101 and PBIS modules enrolled in DOLE-LEES (<i>one of the Secretary's Directives</i>) 		TTSD	<ul style="list-style-type: none"> • Updated Productivity 101 (April 2023) and PBIS (1st week of Dec 2023) modules enrolled in DOLE-LEES 	5	N A	5	5	PS-Marc o

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"> ▶ Upgraded four (4) existing modules by end of December 2023 1. Social Media Marketing 2. 7S of Good Housekeeping 3. Service Quality 4. Productivity Enhancement Program for DOLE Livelihood Beneficiaries 		TTSD	<ul style="list-style-type: none"> ▶ Upgraded five (5) existing modules 1. Social Media Marketing (Nov 2023) 2. 7S of Good Housekeeping (Nov 2023) 3. Service Quality (1st Week of Dec 2023) 4. Productivity Enhancement Program for DOLE Livelihood Beneficiaries (Nov 2023) 5. Green Productivity (Sept 2023) ▪ 100% of the respondents rated S and above on the content portion of training evaluation 	N A	5	5	5	PS-Marc o
4. Technical Assistance	<ul style="list-style-type: none"> ▶ Provided technical assistance in the conduct of Productivity Training Programs, as requested by RBs and/or partner agencies <p>Note: Continue the technical assistance to DOLE offices on service quality and process improvements to improve the delivery and quality of programs and services (one of the Secretary's Directives)</p>		TTSD	<ul style="list-style-type: none"> ▶ Provided thirty-seven (37) technical assistance in the conduct of Productivity Training Programs (100% as requested by RBs and/or partner agencies) ▪ 100% of the respondents rated satisfactory or better 	5	5	N A	5	PS-Marc o

Organizational Outcome/PAP	Success Indicators (Target + Measure)	Allotted Budget	Division/Individuals Accountable	Actual Accomplishments	Rating				Remarks
					Q ₁	Q ₂	T ₃	A ₄	
5. 2023 Productivity Olympics	<ul style="list-style-type: none"> Conducted 2023 Productivity Olympics by end of December 2023 (Awarded winners at the national level) 		PPRD	<ul style="list-style-type: none"> Conducted the 2023 Productivity Olympics Awarding Ceremonies on 19 October 2023 at the Crowne Plaza Hotel, Ortigas Nine (9) winners were awarded at the national level and 5 special citation awards on Gawad Inklusibo and Gawad Luntian 98.8% of 162 respondents rated the awarding ceremony as satisfactory or better 	5	5	5	5	PS-Marc o
6. DOLE-DTI MOA	<ul style="list-style-type: none"> Finalized Joint Guidelines of the DOLE-DTI MOA on Enterprise Development and Livelihood Assistance (<i>one of the Secretary's Directives</i>) 		TTSD	<ul style="list-style-type: none"> Finalized the DOLE-DTI Memorandum of Agreement (Signed on April 30, 2023) Drafted Joint Guidelines of the DOLE-DTI MOA on Enterprise Development and Livelihood Assistance (August 2023) 	5	N A	5	5	PS-Marc o
7. Innovation/Digitalization	<ul style="list-style-type: none"> Embedded Basic Labor Standards in the NWPC Chatbot by the end of December 2023 (<i>one of the Secretary's Directives</i>) 		PID in collaboration with BWC	<ul style="list-style-type: none"> Embedded Basic Labor Standard questions in the NWPC Chatbot (November 2023) 100% of the agreed communication flow completed 	N A	5	5	5	PS-Marc o
ORGANIZATIONAL OUTCOME 2: Fair and reasonable minimum wages in accordance with law ensured									
Wage Regulatory Program		27,530,000							
1. Minimum Wage Setting	<ul style="list-style-type: none"> 12 TTWS monthly regional monitoring reports submitted 5 working days 		WPRD, RTWPBs	<ul style="list-style-type: none"> 12 (100%) TTWS monthly regional monitoring reports 	5	5	5	5	PS-Marc o

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"> ▪ 50% of wage rates above the 2021 poverty threshold ▸ Action plans formulated by RBs to progressively close the minimum wage and poverty threshold gap before end of January 2023 (<i>one of the Secretary's Directives</i>) 			<ul style="list-style-type: none"> ▪ 72% or 33 of 46 wage rates above the 2021 poverty threshold ▸ Disseminated Memorandum No. 010-2023 dated 17 January 2023 on the submission of Indicative Action Plan to Close the Minimum Wage and Poverty Threshold Gap ▪ 11 RTWPBs submitted indicative action plans to progressively close MW-PT gap before end of January 2023 ▪ 1 revision (Directorate level) 	5	5	5	5	
	<ul style="list-style-type: none"> ▸ Wage Order for Domestic Workers issued, <i>as necessary</i> ▸ At least one (1) public hearing conducted if the Board issues a Wage Order; Consultations, <i>as necessary</i> ▸ Wage Advisory issued, <i>as necessary</i> ▸ Capacity Building on Labor Economics conducted for Luzon, Visayas, and Mindanao by 1st 		WPRD, RALD, RTWPBs	<ul style="list-style-type: none"> ▸ Twelve (12) Wage Orders for Domestic Workers issued ▪ 1 revision (at the Commission Proper level) ▸ 19 public hearings conducted ▸ 17 wage consultations conducted c/o RALD ▸ No Wage Advisory issued ▸ Capacity Building on Labor Economics conducted <ol style="list-style-type: none"> 1. Mindanao Cluster (March 20-23) 	5	5	N A	5	PS-Marc o
				<ul style="list-style-type: none"> ▸ Capacity Building on Labor Economics conducted <ol style="list-style-type: none"> 1. Mindanao Cluster (March 20-23) 	5	5	5	5	PS-Marc o

Organizational Outcome/PAP	Success Indicators (Target + Measure)	Allotted Budget	Division/Individuals Accountable	Actual Accomplishments	Rating				Remarks
					Q ₁	Q ₂	T ₃	A ₄	
	semester 2023 (one of the Secretary's Directives)			2. Visayas Cluster (April 12-14) 3. Luzon Cluster (April 24-26) ▪ General average rating of excellent					
▸ 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		WPRD, RTWPBs	▸ 100% of 73 requests for technical assistance on Facility Evaluation (FE) with complete supporting documents acted upon within the prescribed 35-day PCT - 68 FE orders issued - 1 application withdrawn - 4 pending applications still within the 35-day PCT	5	N A	5	5	PS-Marc o
▸ 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		WPRD, RTWPBs	▸ 100% of 29 requests for technical assistance on Time & Motion Studies (TMS) with complete supporting documents acted upon within the prescribed 35-day PCT - 26 orders issued - 2 applications withdrawn - 1 pending application still within the 35-day PCT	5	N A	5	5	PS-Marc o
▸ D.O. 118-12 (Bus)	▸ 100% of requests for part-fixed, part performance-based compensation schemes for bus companies acted within 7 days from receipt of complete supporting documents		WPRD, RTWPBs	▸ 100% of 70 requests for part-fixed, part performance-based compensation schemes for bus companies acted within 7 days from receipt of complete supporting documents - 66 orders issued - 4 applications returned due to non-compliance	5	N A	5	5	PS-Marc o
2. Wage Exemption Application									

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"> Resolution on Wage Exemption Applications 	<ul style="list-style-type: none"> Achieved 98% disposition rate on application for exemption filed with RBs within the 45-day reglementary period 		RALD, RTWPBs	<ul style="list-style-type: none"> 82% disposition rate (45 of 55 applications disposed within the 45-day PCT) <ul style="list-style-type: none"> 10 pending applications still within the 45-day PCT 100% of Board's decisions on application for exemption affirmed by the Commission in cases of appeal 	3	5	5	4.33																											
<ul style="list-style-type: none"> Report on Status of Wage Exemption Applications submitted to NCMB 	<ul style="list-style-type: none"> Submitted 12 monthly reports to NCMB every end of the month 		RALD	<ul style="list-style-type: none"> Submitted 12 monthly reports to NCMB <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>MONTH</th> <th>DATE OF SUBMISSION</th> </tr> </thead> <tbody> <tr><td>Jan</td><td>January 30</td></tr> <tr><td>Feb</td><td>February 21</td></tr> <tr><td>Mar</td><td>March 28</td></tr> <tr><td>Apr</td><td>April 19</td></tr> <tr><td>May</td><td>May 30</td></tr> <tr><td>June</td><td>June 29</td></tr> <tr><td>July</td><td>July 27</td></tr> <tr><td>Aug</td><td>August 30</td></tr> <tr><td>Sept</td><td>September 26</td></tr> <tr><td>Oct</td><td>October 26</td></tr> <tr><td>Nov</td><td>November 30</td></tr> <tr><td>Dec</td><td>December 28</td></tr> </tbody> </table>	MONTH	DATE OF SUBMISSION	Jan	January 30	Feb	February 21	Mar	March 28	Apr	April 19	May	May 30	June	June 29	July	July 27	Aug	August 30	Sept	September 26	Oct	October 26	Nov	November 30	Dec	December 28	5	N/A	5	5	PS-Marc o
MONTH	DATE OF SUBMISSION																																		
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<ul style="list-style-type: none"> Appeals on Wage Orders and Wage Exemption Applications 	<ul style="list-style-type: none"> Achieved 98% disposition rate on appeal on wage orders and exemption cases within the 60-day reglementary period 		RALD	<ul style="list-style-type: none"> 100% disposition rate (2 of 2 appeals resolved within the 60-day reglementary period) 	5	5	5	5	PS-Marc o																										

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"> Not appealed or 100% of NWPC's decisions affirmed at CA/SC level 					
2 Advocacy and Information Services <ul style="list-style-type: none"> Tamang Kaalaman sa Kita at Kakayanan (T3K) 	<ul style="list-style-type: none"> Clients reached thru advocacy services by end of November 2023 <ul style="list-style-type: none"> 350,000 traditional IEC activities Conducted at least 32 Usapang 2Ps 4.0 1.6M clients reached through digital platforms (Accumulated FB reach) 		RTWPBs, PID	<ul style="list-style-type: none"> Clients reached thru advocacy services <ul style="list-style-type: none"> 437,079 (125%) traditional IEC activities (Target completed by Sept 2023) Conducted 82 (256%) Usapang 2Ps 4.0 (Target completed by April 2023) Accumulated 8.7M clients reached through digital platforms (Target completed by 1st quarter of 2023) 	5		5	5	PS-Marc o
	<ul style="list-style-type: none"> 98% of clients who accomplished the CSM evaluation form rated technical services as satisfactory or better with at least 80% of clients accomplished the CSM evaluation form 		RTWPBs, PID	<ul style="list-style-type: none"> 100% of 1,992 clients who accomplished the CSM evaluation form rated technical services as satisfactory or better 86% or 1,992 of 2,306 clients accomplished the CSM evaluation form 					
<ul style="list-style-type: none"> PBIS Advocacy Plan 	<ul style="list-style-type: none"> Advocacy plan to increase the number of MSMEs availing technical assistance on PBIS developed by 2nd quarter of 2023 (<i>one of the Secretary's Directives</i>) 		WPRD, RTWPBs	<ul style="list-style-type: none"> Advocacy plan to increase the number of MSMEs availing technical assistance on PBIS developed by 1st quarter of 2023 	5	5	5	5	PS-Marc o

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"> 1 revision (Directorate level) 					
3 Learning Sessions	<ul style="list-style-type: none"> 12 Learning Sessions on wages, productivity and labor-market-related topics/concerns conducted in a year 100% of clients who accomplished the CSM evaluation form rated learning sessions as satisfactory or better with at least 80% of clients accomplished the CSM evaluation form 	Self-funded project	PID	<ul style="list-style-type: none"> 16 (133%) Learning Sessions on wages, productivity and labor-market-related topics/concerns conducted according to the approved LS calendar 100% of 3,573 clients who accomplished the CSM evaluation form rated learning sessions as satisfactory or better 100% of the 3,573 clients accomplished the CSM evaluation form 	5	5	5	5	PS-Marc o
4 Research studies/technical papers/reports on wages and productivity as bases for sound policy formulation/ recommendation	<ul style="list-style-type: none"> Completed five (5) research studies/ technical papers/ reports on wages and productivity within the year, namely: <p><i>*Research titles may change depending on the instructions/ priorities set by the Commission</i></p>								
	1. Benchmarking of Singapore's Progressive Wage Model		WPRD	Continuing initiative <ul style="list-style-type: none"> Presented to CITC in October 2023 FGD questions developed Continuously coordinating with BLR for the updated directory of construction industry RTIPC 					PS-Ma rco Cannot be rated based on accomplishments stated

Organizational Outcome/PAP	Success Indicators (Target + Measure)	Allotted Budget	Division/ Individuals Accountable	Actual Accomplishments	Rating				Remarks
					Q ₁	Q ₂	T ₁	A ₄	
	2. Updating of the Family Living Wage Framework (Subject to the release of 2021 Full-Year Poverty Threshold from the PSA – with external consultant)		WPRD	Continuing initiative <ul style="list-style-type: none"> For final confirmation of proposed engagement Concept note presented to Commission <i>en Banc</i> in November 2023 					PS-Marc o Cannot be rated based on accomplishments stated
	3. Impact of Minimum Wage on Business Location Choice, Labor and Employment, and Overall Socio-Economic Conditions (Subject to the release of relevant data from the identified government agencies: PSA, DTI, SEC, DILG-LGU, DSWD & BWC – with external consultant)		WPRD	Continuing initiative <ul style="list-style-type: none"> Ongoing coordination with PSA DTI-BNRD and CB, DILG-BLGD, and research consultant concerning data requests and gathering process 					PS-Marc o Cannot be rated based on accomplishments stated
	4. Analysis of the results of the survey on the PSA-ISLE Rider Survey on the 2021/2022 Productivity Practices and Gainsharing Schemes and Productivity of Work-From-Home Arrangements during the Covid-19 Pandemic (Subject to the release of the official integrated ISLE from PSA)		PPRD	<ul style="list-style-type: none"> Prepared and submitted results and analysis of the 2021/2022 PSA ISLE Rider survey on the module of Enterprise and Workers Productivity (PIPGS and WFH) in December 2023 Regularly coordinated with PSA for status updates 					PS-Marc o Cannot be rated based on accomplishments stated
	5. Amendment (Repeal) of RA 6971 Productivity Incentives Act (one of the Secretary's Directives)		PPRD	<ul style="list-style-type: none"> Conducted desk research, prepared briefers and position papers, and submitted comments/responses on HB 6683 and SBN 1333 on Enterprise Productivity Bill 	5			5	PS-Ma rco Q2 and T3 cannot be rated

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"> Participated and presented NWPC's position during the conduct of TWG on SBN 1333 at the Senate (first quarter of 2023) Approved and endorsed HB 6683 by House of Representative to the Senate on February 6, 2023 Regularly coordinated with the Office of Senator Jinggoy Estrada (Sponsor of the bill), Senate Committee on Labor, Employment and Human Development Resources, House of Representative Committee on Labor and Employment, and DOLE - DLLO 					based on accomplishments stated
5	Review of existing NWPC Guidelines		RALD	<ul style="list-style-type: none"> Draft Policy Guidelines on Sectoral Nominations submitted (1st week of December 2023) 	5		5	5	PS-Marco T3 cannot be rated based on accomplishments stated
	<ul style="list-style-type: none"> Review of legal and/or policy issuances by the Commission or its Secretariat to improve the communication branding submitted end of December 2023 		RALD	<ul style="list-style-type: none"> Internal guidelines on communication branding submitted (1st week of December 2023) 	5		5	5	PS-Marco T3 cannot be rated based on accomplishments stated

Organizational Outcome/PAP	Success Indicators (Target + Measure)	Allotted Budget	Division/Individuals Accountable	Actual Accomplishments	Rating				Remarks																																						
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NON-CORE INDICATORS																																															
SUPPORT TO OPERATIONS																																															
1. Communication Program	<ul style="list-style-type: none"> Submitted to IPS a copy of approved Communication Plan of the NWPC for January to December 2023 by 31 March 2023 		PID, RTWPBs	<ul style="list-style-type: none"> Submitted to IPS the 2023 NWPC Communication Plan on 28 March 2023 	n/a	4	5	4.5	Carla																																						
	<ul style="list-style-type: none"> Submitted to IPS and disseminated in quad media at least three (3) Good News Stories and/or Press Releases by end of each month 		PID, RTWPBs	<ul style="list-style-type: none"> Submitted 12 monthly reports to DOLE-IPS with a total of 61 good news stories/press release <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>MONTH</th> <th>QTY</th> <th>DATE</th> </tr> </thead> <tbody> <tr><td>Jan</td><td>5</td><td>January 31</td></tr> <tr><td>Feb</td><td>5</td><td>March 03</td></tr> <tr><td>Mar</td><td>6</td><td>April 03</td></tr> <tr><td>Apr</td><td>5</td><td>May 02</td></tr> <tr><td>May</td><td>5</td><td>May 10</td></tr> <tr><td>June</td><td>5</td><td>June 08</td></tr> <tr><td>July</td><td>5</td><td>August 01</td></tr> <tr><td>Aug</td><td>5</td><td>August 16</td></tr> <tr><td>Sept</td><td>5</td><td>September 13</td></tr> <tr><td>Oct</td><td>5</td><td>October 31</td></tr> <tr><td>Nov</td><td>5</td><td>November 28</td></tr> <tr><td>Dec</td><td>5</td><td>December 27</td></tr> </tbody> </table>	MONTH	QTY	DATE	Jan	5	January 31	Feb	5	March 03	Mar	6	April 03	Apr	5	May 02	May	5	May 10	June	5	June 08	July	5	August 01	Aug	5	August 16	Sept	5	September 13	Oct	5	October 31	Nov	5	November 28	Dec	5	December 27	5	5	5	5
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2. Implementation of Quality Management System (QMS) aligned with International Organization for Standardization	<ul style="list-style-type: none"> 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 		QMS Committee and Program Managers	<ul style="list-style-type: none"> Submitted QMS Progress Report to DOLE-FMS 1st Quarter: April 24, 2023 2nd Quarter: July 25, 2023 3rd Quarter: October 17, 2023 4th Quarter: January 18, 2024 	5	5	3.5	4.5	cherry																																						

Organizational Outcome/PAP	Success Indicators (Target + Measure)	Allotted Budget	Division/Individuals Accountable	Actual Accomplishments	Rating				Remarks																																							
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(ISO) Standards or Continuing ISO certification of Process/es and System/s																																																
3. Citizens Charter/Anti-Red Tape Act (ARTA) Implementation/ Addressing Hotline 8888 Complaints/ Requests for Assistance	<ul style="list-style-type: none"> Resolved 100% of complaint/requests for assistance to clients coursed through the Hotline 8888, CSC Contact Center ng Bayan and Office of the Secretary with Compliance Rate of 100% within the required 72-hour response time upon receipt of DOLE Focal Office online system 		AD	<ul style="list-style-type: none"> 100% of the complaints/requests resolved Submitted 12 monthly reports to DOLE-HRDS (Complaints Unit) <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>MONTH</th> <th>NUMBER OF COMPLAINTS</th> <th>DATE OF SUBMISSION</th> </tr> </thead> <tbody> <tr><td>Jan</td><td>2</td><td>Jan 31</td></tr> <tr><td>Feb</td><td>0</td><td>Mar 01</td></tr> <tr><td>Mar</td><td>3</td><td>Apr 02</td></tr> <tr><td>Apr</td><td>0</td><td>Apr 28</td></tr> <tr><td>May</td><td>3</td><td>May 31</td></tr> <tr><td>June</td><td>0</td><td>June 30</td></tr> <tr><td>July</td><td>0</td><td>Aug 01</td></tr> <tr><td>Aug</td><td>0</td><td>Aug 31</td></tr> <tr><td>Sept</td><td>1</td><td>Oct 02</td></tr> <tr><td>Oct</td><td>0</td><td>Oct 31</td></tr> <tr><td>Nov</td><td>0</td><td>Nov 30</td></tr> <tr><td>Dec</td><td>0</td><td>Jan 02, 2024</td></tr> </tbody> </table>	MONTH	NUMBER OF COMPLAINTS	DATE OF SUBMISSION	Jan	2	Jan 31	Feb	0	Mar 01	Mar	3	Apr 02	Apr	0	Apr 28	May	3	May 31	June	0	June 30	July	0	Aug 01	Aug	0	Aug 31	Sept	1	Oct 02	Oct	0	Oct 31	Nov	0	Nov 30	Dec	0	Jan 02, 2024	5	5	5	5	Rosel
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GENERAL ADMINISTRATION AND SUPPORT SERVICES																																																
1. Strategic Performance Management System (SPMS)	<ul style="list-style-type: none"> Submitted to HRDS Summary of 2024 Individual Development Plan (IDP) of office personnel (Division Chief/FO Head level and below) with scanned copy of IDPs by 4th week of November 2023 		AD in coordination with all Divisions	<ul style="list-style-type: none"> Submitted to HRDS Summary of 2024 Individual Development Plan (IDP) of office personnel (Division Chief/FO Head level and below) with scanned copy of IDPs on December 04, 2023 (November 30, 2023 to Undersecretary of LRPIA) 	5	5	5	5	tina-hrds Approved appeal based on ARR.																																							

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. 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: <p>Schedule of Online Checking:</p> <ul style="list-style-type: none"> ▪ Q4 2022: March 10-17, 2023 ▪ Q1 2023: May 10-17, 2023 ▪ Q2 2023: August 10-17, 2023 ▪ Q3 2023: September 21-27, 2023 		AD, FMD, PID in coordination with concerned Program Managers	<ul style="list-style-type: none"> ▸ 100% of Transparency Seal based on GAA, IATF requirements posted in the NWPC website 	N/A	5	5	5	Validator: Jonathan Elegido
3. Capacity Building Programs on Managerial, Functional, Core and Organizational Competencies for DOLE Employees	<ul style="list-style-type: none"> ▸ Submitted to HRDS 2024 Annual Training Plan for office personnel and internal clients by 1st week of November 2023 		AD	<ul style="list-style-type: none"> ▸ Submitted to HRDS 2024 Annual Training Plan for external clients on November 13, 2023 ▸ Submitted to HRDS 2024 Annual Training Plan for office personnel and internal clients on December 04, 2023 	5	5	5	5	tina-hrds
	<ul style="list-style-type: none"> ▸ Submitted to HRDS 2023 Training Plan Accomplishment Reports on: <ul style="list-style-type: none"> ▪ July 5, 2023 (1st Semester) ▪ January 5, 2024 (2nd Semester) 		AD	<ul style="list-style-type: none"> ▸ Submitted to HRDS 2023 Training Plan Accomplishment Reports on: <ul style="list-style-type: none"> ▪ July 07, 2023 (1st Semester) ▪ January 10, 2024 (2nd Semester) 	5	5	3.5	4.5	tina-hrds

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4. Reporting of Key Frontline Services Accomplishments of DOLE-CO, ROs and Attached Agencies	<ul style="list-style-type: none"> 100% completed chat/transactions delivered within the prescribed Process Cycle Time (PCT) as declared in the DOLE/Agency Citizen's Charter and reported monthly to the IAS 		PID	<ul style="list-style-type: none"> Submitted 12 monthly reports to DOLE-IAS 	5	N/A	5	5	IAS - Rey																										
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AVERAGE RATING

Category	Program		Rating				
Core Indicators			177.15 total of ratings	/	36 total indicators rated	=	4.9208 Average
			80% weight	x	4.9208 Average	=	3.9366 weighted average
Non-Core Indicators			43.5 total of ratings	/	9 total indicators rated	=	4.833 average
			20% weight	x	4.833 average	=	0.9666 weighted average
Total Overall Rating							
Final Average Rating			3.9366 CORE	+	0.9666 NON-CORE	=	4.903
Adjectival Rating			VS				

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

Assessed by:			Final Rating by:		
 ADELINE T. DE CASTRO		 UNDERSECRETARY FELIPE N. EGARGO JR.	APR 30 2024	 BIENVENIDO E. LAGUSMA	MAY 02 2024
Director, Planning Service	Date	PMT Chairperson	Date	Secretary	Date