



MFO ACCOUNTABILITY REPORT CARD (MARC-1)

Philippine Civil Service Commission CIVIL SERVICE COMMISSION Pursuant to RA 7643		OVERALL RESULTS ASSESSMENT					
Civil Service Commission	OUTPUTS	DEPARTMENT BUDGET FY 2012	SERVICE/ PRODUCT RESULTS				
			PERFORMANCE INDICATORS	FY 2011 ACTUAL ACCOMP	FY 2012 TARGET	FY 2012 ACTUAL ACCOMP	RATING
The Civil Service Commission (CSC) promotes morale, efficiency, integrity, responsiveness, progressiveness, and courtesy in the Civil Service. It adopts measures to strengthen the merit and reward system, integrates all human resources development program for all level and ranks, and institutionalizes a management climate conducive to public accountability.	MAJOR FINAL OUTPUTS						
	Legal Services	Php4.98	Percentage of (disciplinary) cases decided within 40 days from the time case is ripe/submitted for resolution	76 percent	60 percent	58.79 percent	98%
			Percentage of opinions and rulings rendered within 10 days from receipt of request	88.37 percent	90 percent	81.89 percent	91%
			Percentage of indirect contempt cases filed against heads of agencies not implementing CSC decisions	100 percent	100 percent	100 percent	100%
	Examination and Appointments Services	Php8.72	Number of CSC PPT Actual Examinees	192,028 examinees	188,315 examinees	235,344 examinees	125%
			Number of eligibilities granted under special laws	11,520 eligibilities granted	11,865 eligibilities granted	9,815 eligibilities granted	met demand-driven indicator
			Number of appointments acted upon within the prescribed time	488,689 appointments	503,349 appointments	469,695 appointments	93%
	Personnel Policies and Standards	Php17.08	Number of agencies accredited under PRIME HRM	N/A	159 agencies	262 agencies	165%
			Number of employees recognized and nominated	224 employees	263 employees	383 employees	146%
			Number of union's CNA registered	60 unions	62 unions	93 unions	150%
	Human Resource Development Services	Php8.72	Number of agencies with three (3) HR components	N/A	199 agencies	1,050 agencies	528%
			Number of training programs implemented	6 training programs	13 training programs	20 training programs	154%
			Number of personnel trained	83,757 personnel	86,270 personnel	101,678 personnel	118%
	Personnel Discipline and Accountability Enhancement Services	Php22.05	Number of agencies which failed in ARTA RCS assisted	7 number	109 number	170 number	156%
			Number of high density/ most complained agencies surveyed under ARTA	497 agencies	560 agencies	598 agencies	107%
			Percentage of agencies with functional Strategic Performance Management System (SPMS)	0 percent (14 agencies)	20 percent (422 agencies)	24.17 percent (510 Agencies)	121%
	STO and GASS						
	Support to Operations	Php4.97	CSC Client Satisfaction Rating for frontline services	87 percent	89 percent	89.14 percent	100%
			Number of ISO certified processes	N/A	3 processes	3 processes	100%
	General Administration and Support Services	Php59.16	Percentage of efficiency in budget allocation/utilization	100 percent	100 percent	100 percent	100%
			Percentage of employees meeting their job competency standards	0 percent	80 percent	53 percent	66%