



ANNUAL REPORT

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ABOUT THE COVER

The cover of the Civil Service Commission's (CSC) 2018 Annual Report features *banig* (mat) patterns rendered in color gradients of the Philippine flag. The triangle in the *banig* is a significant shape in the country's history as it represents the three main islands--Luzon, Visayas, and Mindanao. Likewise, the triangle represents the three-person Commission of the CSC composed of a Chairperson and two Commissioners. Lastly, the *banig* is a fixture in Filipino culture. *Banig* weaving is a genuine treasure handed down as a tradition to every generation. The Filipino's ingenuity is very much employed in the creation and the designs. The 2018 Annual Report embodies such ingenuity as the CSC employed both strategic and creative initiatives to contribute to the goals of *Ambisyon 2040* or the Philippine Development Plan (PDP) 2017-2022. This shows that the CSC is part of the pattern of government agencies working solidly together to building *malasakit* in public service and ensuring that in the quest for a high-trust and resilient society, and a globally-competitive economy, no one is left behind.

Like the *banig*, the CSC's 2018 Annual Report celebrates the interweaving of government agencies encouraged to transition from transactional to strategic human resource management. Like the pattern formed by the *banig* design of the cover, CSC's achievements resulted from the collective efforts of the CSC's Central and Regional Offices, partners, stakeholders, and clients to create a beautiful tapestry of nationalism, leadership, compassion and community.



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MESSAGE OF THE CHAIRPERSON

The Philippine Development Plan (PDP) 2017-2022 lays down human resource as a foundation for inclusive growth, a high-trust and resilient society, and a globally-competitive economy.

The Civil Service Commission (CSC) anchored its Strategy Map and Evolving Scorecard on the PDP Strategic Framework—ensuring a “people-centered, clean, efficient, and effective governance.”

The Program to Institutionalize Meritocracy and Excellence in Human Resource Management or PRIME HRM, reflected higher standards and strengthened the civil service in meeting employees’ needs through quality HR policies and systems translating to better public service. The CSC also pursued HR policies that promote employee discipline, productivity, and higher qualification standards for appointment in government service.

In 2018, the Commission focused on achieving seamless service delivery. With the passage of Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act (EODB-EGSD), the priority of serving the public is given a wider coverage, faster turnaround time, technology-driven transactions, and stricter penalties for inefficiency. We aim to step into a new era of quality public service delivery by coming up with programs that strengthen linkages and coordination with our regional and field offices to ultimately simplify transactions and promote a “One and Connected CSC”.

Having our Strategy Map and Scorecard in place, the CSC positioned itself as an agile and responsive institution where new possibilities of the present times are harnessed as progressive potentials of a civic and engaged workforce. As a testament of these efforts, the Commission is recognized with the Silver Level accreditation under the Generation 6 Investors in People (IiP) Standard and nomination to the International IiP Awards, as well as the successful transition from ISO 9001:2008 to ISO 9001:2015 standards.

The Commission acknowledges the contributions of each and every member of the CSC family—from the central to the regional and field offices. Thank you for delivering what is expected of a true *lingkod bayani*. We also extend our heartfelt gratitude to our clients, partners, stakeholders for providing CSC the opportunity to serve them and to practice strategic and creative ways that would make people-centered, clean, efficient, and effective governance possible.



ALICIA dela ROSA-BALA
Chairperson

2018: THE YEAR IN REVIEW

The 2018 Civil Service Commission Annual Report presents the accomplishments of the CSC and is divided into three parts. Part I, *People-centered, Clean and Efficient Civil Service*, presents initiatives that impact on the entire civil service, anchored on the Philippine Development Plan. It discusses measures undertaken by the Commission to professionalize the bureaucracy. Part II, *A Center of Excellence for Strategic Human Resource and Organization Development* presents CSC's accomplishments as an organization; focus is on internal affairs. Part III, *Stakeholder Engagement*, underscores the Commission's social responsibilities and commitments.

During the year in review, CSC caused the assessment of over 2,400 agencies and assisted more than 600 others in improving their Recruitment, Selection and Placement System; Rewards and Incentives System; Performance Management System; and Learning and Development System. Through the Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM), CSC continued upgrading HR systems in the bureaucracy, empowering agencies in the process to aspire for higher levels of competence. Bronze awards were given to 136 agencies for HR systems improvement.

The Commission worked for the adoption by all government agencies of a viable performance management system that will not only reflect employee performance but be linked as well to organizational goals. A total of 121 agencies were added to the roster of government agencies with functional Strategic Performance Management System.

CSC also carried out the Honor Awards Program, an incentive mechanism, recognizing 27 individuals and three employee groups for exemplary contributions and ethical behavior who were personally received by the President in Malacanang. CSC paid tribute to 126 fallen heroes – state workers who paid the supreme sacrifice in the performance of their duties, many of whom were policemen or law enforcers waging the drug war - through an endowment fund raised by the fun run of government employees spearheaded by the Commission.

Appointments processing constitute a big part of the CSC's Field Offices' daily operations. The Commission processed 517,078 appointments in 2018, 504,137 or 97.50% of which were approved; the remaining 12,941 or 2.50% were disapproved due to violations or non-compliance with civil service rules and regulations.

Given its quasi-judicial powers, the Commission resolved 10,857 cases, 1,770 of which were disciplinary while 9,087 cases were non-disciplinary in nature.

The CSC conducted civil service tests 90 times in 2018, a big leap from the previous year's nine exams, which provided more opportunities to acquire civil service eligibility. A total of 620,644 hopefuls took the career service examinations. About 20,000 other individuals obtained eligibility through special laws such as honor graduate eligibility, barangay official eligibility, and skills eligibilities. CSC also continued monitor employment in government and has noted that 12,849 appointees have used their civil service eligibility for the first time in 2018.

Highlighting learning and development initiatives for the entire civil service was the nationwide conduct of training programs covering 153,372 participant-days. CSC training programs obtained a 97.23% or Very Satisfactory rating from participants. Learning events and special fora were organized to keep HR practitioners in the public sector abreast of new trends in human resource management.

In terms of promoting labor relations in the public sector, it registered, together with the Bureau of Labor Relations 122 employee organizations and accredited 94 others. Accredited public sector unions with registered Collective Negotiating Agreements reached 230 in 2018.

CSC updated the Inventory of Government Human Resources as data generated becomes empirical evidence essential in policy and program review and formulation.

As it attended to the state of affairs of HR in the civil service, CSC took stock too of accomplishments at its home front. CSC staff underwent year-round developmental interventions, harnessed information and communication technology to improve processes, and established 137 knowledge management products. Internal and third party review and audit of Commission processes were done to spur efficiency. The year 2018 was also marked by CSC's Quality Management System successful transition to from ISO 2001:2008 to ISO 9001:2015.

The Commission improved its network of regional and field offices, ensuring that physical structures provide safe and accessible facilities to clients and stakeholders. CSC set out to inform citizens and stakeholders of its programs and services using varied information platforms. Through the Contact Center ng Bayan, the CSC linked citizens to different government agencies, facilitating requests for assistance while helping public offices keep tab of the quality of their services.

CSC abided by the country's commitment in the international arena, specifically to the ASEAN Cooperation on Civil Service Matters and the Eastern Regional Cooperation on Public Service Administration.

CSC has been accredited by the Investors in People, an international organization which assesses organizations for people management practices, achieving the Silver Level at the first assessment under a more rigorous Generation 6 standard. In the online assessment, the CSC ranked 6th out of 530 IIP organizations globally in the size range of 250-4999 employees. For public sector organizations, CSC ranked first and was a finalist in the IIP awards.

As these accomplishments inspire the Commission, it shall continue building on the gains made in 2018. CSC shall strive to stay ahead of the game, guided by its core purpose of *Gawing Lingkod Bayani ang Bawat Kawani*.

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Civil Service Commission officials confer special awards to government agencies which were able to initiate measures to improve their human resource systems.

RESPONSIVE HUMAN RESOURCE GOVERNANCE

PRIME-HRM: Developing Individuals, Empowering Agencies

Primarily developed to help human resource (HR) systems of public sector agencies achieve higher levels of maturity, the Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM) is a flagship program of the Civil Service Commission (CSC) to achieve its vision of becoming a globally recognized center of excellence for strategic HR and organization development (OD).

Since the implementation of PRIME-HRM in 2012, the Commission has been assisting agencies in improving HR systems, specifically recruitment, selection and placement; performance management; learning and development; and rewards and incentives. Agencies work their way into having each of the four systems accredited or reaching the first, second, third or fourth level of maturity. Each gradation or level indicates accomplishment of set standards. Being in the first or the transactional level indicates that the agency's HR performs personnel functions that is mostly separate from agency/

business and talent needs. If the system has progressed into one where it has a set of defined and documented standard operating procedures, then it has reached the Process-defined level of maturity. In this level, the agency uses automation to a certain extent. The Integrated HRM maturity level is characterized by the presence of process metrics for continuous improvement; the agency has developed its HR management toolkit and practices data-driven decision-making. The highest maturity level, Strategic HR, is attained if the HR processes are focused on continually improving process performance. Also, HR strategy is already part of the agency strategy.

Assessing Agency HR Systems

In 2018, CSC regional offices assessed, assisted and recognized agencies under the PRIME-HRM. CSC Field Officers in particular acted as process consultants to the agencies.

The table below shows the summary of agency self-assessments per region. Overall, the Commission posted 118% accomplishment of targets on having agencies assess their systems. As of December 31, 2018, 2,883 agencies have undergone self-assessment.

Each CSC RO aimed to have at least 16 agencies which were assisted in 2017 subjected to an on-site assessment. By the end of 2018, 254 agencies were subjected to said on-site assessment by the CSC regional office. In these onsite assessments, agencies presented documents or evidences that indicate maturity level; employees were also interviewed to validate findings.

The Human Resource Policies and Standards Office (HRPSO), which oversees PRIME-HRM implementation, continued to seek ways to improve the program. HRPSO's efforts include calibrating targets to make the program more collaborative and responsive to the needs of agencies. The CSC conducted PRIME-HRM conversations with the heads of the National Economic and Development Authority, the Department of Social Welfare and Development, the Department of Science and Technology and the Department of the Interior and Local Government to get the commitment of the agency heads for their central and regional offices to be assessed and assisted, and to continue to be accredited. Plans are

Table 1: Summary of Agency Self-assessment Per Region, 2018

REGIONAL OFFICE	Self-Assessment Based on CSCRO Reports as of December 31, 2018												
	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec	Total
1	0	0	0	0	0	0	2	9	1	31	88	27	158
2	0	0	0	0	0	0	51	6	52	9	25	2	145
3	0	0	0	0	0	0	0	190	0	2	0	0	192
4	0	1	1	0	12	19	66	80	69	1	24	0	299
5	0	0	0	0	0	214	1	0	0	0	0	0	240
6	2	0	0	2	52	0	106	0	0	0	0	10	170
7	0	0	0	0	8	41	138	20	3	0	0	0	210
8	0	2	0	0	4	3	182	0	26	6	0	0	226
9	2	3	0	2	2	17	0	2	4	2	0	99	142
10	1	1	4	1	1	31	37	98	0	8	0	0	181
11	0	0	38	0	1	2	11	2	6	31	22	6	132
12	0	0	0	0	18	0	0	0	0	151	0	0	169
CARAGA	0	0	0	0	0	0	2	11	89	7	15	0	124
CAR	0	69	36	0	11	8	0	0	0	0	0	0	135
ARMM	2	1	5	2	7	7	2	14	2	3	2	1	66
NCR	0	0	0	0	82	64	47	24	65	8	1	3	294
TOTAL	7	77	84	7	198	406	645	456	317	259	177	148	2,883

afoot for introducing PRIME-HRM, through the DILG, to the leagues of provinces, cities, and municipalities, and to get local chief executives on board with the program.

A forum was conducted by the Policy and Systems Evaluation Division (PSED) in 2018 to review the implementation of PRIME-HRM. The forum served as venue for the process owner and the system implementors of PRIME-HRM to evaluate and recommend possible enhancements to the program. To further assist them in the conduct of the online and offline self-assessment, participants were also provided refresher course on the PRIME-HRM Automated System and a tutorial video which they can share with the agencies under their jurisdiction.

Assisting and Rewarding Agencies

As of 31 December 2018, a total of 656 agencies were assisted by the CSC ROs: 195 agencies with full assistance and 461 with partial assistance. Full assistance means that agencies were provided technical support in all four HR systems; partial assistance entails support in three or less HR systems.

Crucial to the implementation of PRIME-HRM is the recognition of agencies which have successfully implemented the program. By yearend 2018, a total of 163 agencies were recommended by the regional offices for the Bronze Award. These include the 46 agencies previously recommended in 2017 but required further assistance. Out of the 163 agencies, 136 agencies were found to be compliant with the PRIME-HRM Maturity Level 2. Out of the 136, 104 were recommended for the PRIME-HRM Bronze Award while 32 recommendations were put on hold as the mother agencies have not yet been recommended for award by the CSC NCR.

Out of the 104 agencies recommended for the award, 63 were conferred the PRIME-HRM Bronze Award. The other 41 agencies are awaiting promulgation of the Resolutions conferring the award.

On the other hand, 265 agencies were given recognition in at least one HRM system. Of these agencies, 177 offices were recognized in all the four core HRM systems and 83 agencies were recognized in Performance Management only. The other five agencies were either in Recruitment, Selection and Placement; Learning and Development; and Rewards and Recognition HR systems.

The local government sector has the most number of agencies earning recognition with 130 or 49% of the recognized agencies.

Policy Review and Formulation

In 2018, CSC issued several policies which not only affected day-to-day operations in all government offices nationwide, but also influenced the state of the bureaucracy. The review of HR policies is done to make them more responsive to the needs of the bureaucracy.

The Omnibus Rules on Appointments and Other Human Resource Actions (ORAOHRA)—a consolidation of rules pertaining to appointment, promotion, reassignment, separation, and other human resource actions in the civil service—was revised in July 2018, published, and took effect on August 26, 2018. The previous version of the ORAOHRA was promulgated on June 16, 2017. Taking into consideration the feedback from its stakeholders, the Commission amended the policy to ensure that its provisions are in accordance with other administrative issuances and pertinent laws.

PRIME-HRM Bronze Awardee: The Municipal Government of Suyo

Among the salient amendments is the shift in the role of a government agency's Human Resource Merit Promotion and Selection Board (HRMPSB) from recommendatory to assistorial, stating that the HRMPSB should assist the appointing authority in the judicious and objective selection of candidates for appointment, in accordance with the agency's CSC-approved Agency Merit Selection Plan. Thus, HRMPSB shall no longer be confined to recommending the top-ranking candidates deemed most qualified for recruitment.

The revised rules also state that a reassigned employee who is restored to his/her original post pursuant to a decision of the Commission should not be reassigned within one year from the date of restoration to the original post. Otherwise, the appointing officer/authority or the authorized official who caused the subsequent reassignment within one year from the date of restoration

may be cited for indirect contempt by the Commission.

The CSC, Commission on Audit (COA), and Department of Budget and Management issued Joint Circular No. 1, series of 2018 allowing government agencies to engage the services of new Job Order (JO) and Contract of Service (COS) workers and

renew existing contracts of JO and COS workers until December 31, 2020. The transitory period was extended so as not to impair the delivery of public service.

The Joint Circular also provides that effective January 1, 2019, the payment of services rendered by JO and COS workers shall be equivalent to the daily wage of comparable positions in government and a premium of up to 20%.

Qualification Standards were set for various posts. CSC Resolution No. 1800010 laid down education, experience, training, and eligibility requirements for Tourism Operations Positions in local government units (LGUs) pursuant to Republic Act No. 9593 or the Tourism Act. The LGUs may, however, set specific or higher standards, in which case, they are required to submit to the CSC, for its approval.

Meanwhile, through CSC Resolution No. 1800403 promulgated in April 2018, the Commission updated list of proficiency tests or training courses conducted by the Department of Information and Communications Technology (DICT) which are used as basis for the grant of Electronic Data Processing Specialist Eligibility (EDPSE). These proficiency tests and training courses now include Systems Analysis and Design, Computer Programming, Java, MS Access, Visual Basic, C#, and V.B.net. The EDPSE is one of the special eligibilities conferred by the CSC wherein an applicant may acquire civil service eligibility after passing specialized exams and/or completing government service requirements.

The Commission amended the existing experience requirements for Municipal Government Department Head positions. Municipal Government Department Head I and Municipal Government Department Head II posts now require three (3) years relevant experience to make

Suyo is a fourth class municipality in the province of Ilocos Sur. It is divided into eight barangays and has a population of less than 12,000 people in the most recent national census. Residents of Suyo find their living through their professions practiced within the municipality and/or nearby towns through self-employment in small and medium enterprises.

Suyo envisions to be a model upland community with God-loving and empowered people, inspired by competent leaders. To this end, the Local Government of Suyo committed to preserve and enrich its culture, promote health and public safety, recognize the right of the people to balanced ecology, encourage and support scientific and technological development, improve public morals, promote full employment, enhance economic prosperity and social justice, and preserve the comfort and convenience of its inhabitants.

To support its pivotal role in developing Suyo, the LGU sought to raise its HR Maturity Level so that it will be more capable of leading change. During the PRIME-HRM implementation, LGU Suyo had to deal with challenges such as lukewarm leadership, low level of HR competencies, funding, and complacency among employees. However, undergoing PRIME-HRM helped the agency see how strategic HR can empower its employees and elevate the organization's performance. Implementing the PRIME-HRM fostered camaraderie among employees as they became more aware of roles and contributions as well as their benefits and privileges in the organization.

As HRMOS were enriched in their competencies, they became more confident and less transactional in their roles. This resulted to the leadership seeing the importance of PRIME-HRM and giving more support to HR development.

LGU Suyo underwent PRIME-HRM Assessment in 2018 to check not only its four core HR systems but also its HR records, management on leave benefit entitlement, health and wellness program, employee welfare, employee discipline, and compensation administration, among others. It was recommended for the Bronze Award because the agency has demonstrated compliance with CSC policies and has leveled up its HR systems, practices, and competencies into Maturity Level II. LGU Suyo was able to comply with and implement the different indicators mentioned in the enhanced PRIME-HRM self-assessment tool. LGU Suyo was also noted for the dedication and commitment of officials and employees to implement and sustain its HR processes and systems.

Today, LGU Suyo is a model agency observing best HR practices, including the Equal Opportunity Principle or EOP. It now has a comprehensive policy of equal opportunities in employment and in rewards and recognition, in which individuals are selected and treated on the basis of their relevant merits and abilities without regard to religion or belief, sex, age, tribal membership, disability, or sexual orientation, and are given equal opportunities and appropriate recognition within the agency. Its Strategic Performance Management System (SPMS) has been conditionally approved for implementation to ensure that its performance evaluation results to individual and organizational development. Its Learning and Development program is now being run by its Personnel Development Committee to ensure that competency gaps are appropriately addressed.

Although there are still areas of improvement identified for the LGU Suyo, it has come a long way in its HR journey.



these equivalent or comparable with the qualifications prescribed by R. A. No. 7160 which set at least four years and five years experience in position/s involving management and supervision, respectively.

To support Republic Act No. 10912 or the Continuing Professional Development (CPD) Act of 2016, CSC issued Resolution No. 1800923 which allowed government professionals to comply with CPD requirements. The Commission prescribed that attendance in CPD Courses shall be considered on official time to meet units required by their respective Professional Regulatory Board. Also, all government professionals are granted one (1) day on official time for every three (3) years for the renewal of their Professional ID Cards.

Republic Act No. 10121 or the Philippine Disaster Risk Reduction and Management Act of 2010 and its Implementing Rules and Regulations mandated the CSC to require agencies to conduct training for their personnel on disaster risk reduction and management (DRRM).

With this, the Commission enacted CSC Resolution No. 1800960 in September 2018 to enjoin heads of agencies to provide appropriate training on “Disaster Risk Reduction and Management” for all their employees to build capability on mitigating disaster risk, preparing for disaster, responding to emergency situations and ensuring continuity of government services during crisis.

Inputs to legislation

The CSC remained committed in ensuring that the principles of merit and fitness, integrity and excellence in the civil service and the welfare of public servants are considered in the legislative process through submission of position papers and participation to hearings on legislative measures affecting the civil service.

The Commission, through the Commission Secretariat and Liaison Office, submitted position papers on proposed legislation that can affect government workers and the workings of the bureaucracy. These include comments on the Organic Law for the Bangsamoro Autonomous Region in Muslim Mindanao, the proposed Telecommuting Act, and proposed Automatic Civil Service Eligibility Act. CSC, through its Office for Legal Affairs and Public Assistance and Information Office, actively participated and provided critical inputs in the crafting of the Implementing Rules and Regulations of Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

Honor Awards Program: Recognizing the *Lingkod Bayani*

Recognition of good performance or exemplary behavior constitute an integral part of human resource development. The CSC continues to acknowledge the outstanding contributions of state employees. One major initiative is the annual conduct of the search for outstanding public officials and employees, carried out through the Honor Awards Program (HAP). Recognition received through the HAP is the highest to be accorded to a public official or employee.

The CSC confers three types of recognition under the Honor Awards Program: The Presidential *Lingkod Bayan* Award for outstanding work performance and/or exceptional or extraordinary contributions. These may be a suggestion, innovation, invention or superior accomplishment) of public officials and employees, individual or group, resulting from an idea or performance

that had nationwide impact on public interest, security and patrimony.

The Outstanding Public Official and Employee Award or *Dangal ng Bayan* Award is an award for performance of extraordinary act or public service and consistent demonstration of exemplary ethical behavior or adherence to the eight norms of behavior espoused Republic Act No. 6713, otherwise known as the “Code of Conduct and Hical Standards for Public Officials and Employees”.

The Civil Service Commission *Pagasa* Award is given pursuant to Executive Order No. 292 and its Implementing Rules and Regulations, which recognizes superior work performance of public officials and employees, individual or group, for outstanding contributions resulting from an idea or performance that directly benefit more than one department of the government.



Nominations underwent rigid screening by a panel of judges who compose the Committee on Awards. The Committees on Awards for the 2018 Search were composed of prominent personalities, from the public and private sector for the Presidential *Lingkod Bayan* and CSC *Pagasa*, and from the government for the *Dangal ng Bayan*.

Commissioner Valderosa joins 2018 Dangal ng Bayan Awards Committee Members (seated) with members of the Honor Awards Program Secretariat.

Committee on Presidential *Lingkod Bayan* and CSC *Pagasa* Awards

- Chairperson Alicia dela Rosa-Bala, Civil Service Commission, Committee Chairperson;
- Chairman Marife B. Zamora, Convergys Philippines, Committee Vice-Chairperson;
- Chief Presidential Protocol Robert Eric A. Borje, Office of Presidential Protocol, Office of the President of the Philippines
- Executive Director Reynaldo Antonio D. Laguda, Philippine Business for Social Progress, Committee Member; and
- President Ma. Alegria Sibal Limjoco, Philippine Chamber of Commerce and Industry, Committee Member

Committee on Outstanding Public Officials and Employees or the *Dangal ng Bayan* Award

- Commissioner Leopoldo Roberto W. Valderosa Jr., Civil Service Commission, Committee Co-Chairperson;
- Ombudsman Samuel R. Martires, Office of the Ombudsman, Committee Co-Chairperson;
- Chairperson Michael G. Aguinaldo, Commission on Audit, Committee Member;
- Deputy Executive Secretary Rizalina N. Justol, Office of the President of the Philippines, Committee Member; and
- Undersecretary Marah Victoria S. Querol, Office of the President of the Philippines, Committee Member

A total of 205 nominations selected as regional winners, vied in the national screening of the awards. Table 2 shows the number of regional winners by category.

Thirty awardees, composed of 27 individuals and three groups made it to the final roster of 2018 awardees. The Awards Rites for the 2018 Search for Outstanding Government Workers was held at the Rizal Ceremonial Hall, Malacañang on 27 September 2018 with President Rodrigo Roa Duterte conferring the award in all categories. Presidential *Lingkod Bayan* and *Dangal ng Bayan* Awardees received P200,000 cash reward while CSC *Pagasa* honorees received P150,000.

State universities were tapped to provide scholarship grants to qualified awardees or their dependents. Government specialty hospitals agreed to sponsor the executive check-up of the honor awardees. Through CSC Memorandum Circular No. 8 dated June 4, 2018, availment of scholarship and free executive check-up by HAP awardees shall be on official time.

Awardees enjoyed other perks: a three-day/two-night accommodation from September 26-28, 2018 at a five-star hotel as well as gift cards from SM Investments Corporation which have supported the program for the past eight years through a donation of P100,000 worth of gift cards.

Table 2. Number of 2018 Regional Winners by Category, 2018

Region	Number of 2018 Regional Winners					Total
	<i>Dangal ng Bayan</i>	<i>Lingkod Bayan</i>		<i>Pagasa</i>		
		Individual	Group	Individual	Group	
1	5	10	0	0	3	18
2	2	3	2	3	1	11
3	3	6	2	5	3	19
4	7	0	1	4	0	12
5	4	2	0	5	0	11
6	4	2	0	5	2	13
7	3	3	1	4	0	11
8	2	3	1	2	3	11
9	1	5	0	1	0	7
10	7	5	0	5	1	18
11	3	11	1	5	6	26
12	2	2	0	1	0	5
CARAGA	1	0	0	1	0	2
CAR	3	7	3	3	3	19
ARMM	4	1	0	2	0	7
NCR	4	5	2	3	1	15
Grand Total	55	65	13	49	23	205



President Rodrigo Duterte with the 2018 Presidential Lingkod Bayan Awardees.

A Lingkod Bayani's Story

Unity in Diversity



The Chief Executive with Dangal ng Bayan Awardees (top photo) and CSC Pagasa Awardees (bottom photo).

Differences can destroy teams, but in the case of the Tribal and Muslim Affairs Team, the diversity of the members was a crucial ingredient that held them together as they worked to promote cultural preservation and empowerment in the City of Tagum.

The group, composed of team leader Xylee Labastida-Palomata, and members Adelaida P. Andipa, and Marife C. Pagdilao, capacitated traditional leaders that enabled them to actively participate in city and barangay legislation, and to gain representation in various committees and councils.

Through its efforts, 12 livelihood grants worth Php5.88 million were allocated to the indigenous and Muslim cultural communities, which included funding for the establishment of a Tribal Display Center showcasing locally-made products. Moreover, the team paved the way for the passage of 13 legislations in the City and Barangay Councils for the benefit of the cultural communities, and the inclusion of 35 Imams and 23 Datus in local governance through the passage of City Ordinance No. 767, s. 2016, which recognizes their roles as leaders in their respective Muslim communities.

The team also expanded the local government's cultural literacy programs that revitalized indigenous practices. More indigenous peoples and Muslim youth have learned to appreciate their identity and have developed a sense of pride in their origin.

"We treat the cultural communities not as beneficiaries but as partners. With this strategy, the cultural communities are more receptive of our programs and are more accountable for it because there is a sense of ownership," said team leader Xylee Labastida-Palomata.

She said that acceptance of diversity was crucial in maintaining teamwork. "Our brand of teamwork is one that is anchored on respect not only of the culture and traditions of our cultural communities, but of our individual ethnicity. We are connected by our vision of a transformed and empowered cultural community sector in Tagum City," she said.

The Tribal and Muslim Affairs Team of Tagum City has proven indeed that there can be unity in diversity if people are bound to a common goal. •





The CSC conducted two Career Service Examination Pen-and-Paper Test (CSE-PPT) in March and August 2018 with over 600,000 hopeful examinees nationwide.

A PROFESSIONAL CIVIL SERVICE

As the central human resource institution of the government, the CSC's primary task is to build and maintain a competent government workforce.

The Commission is mandated to ensure that appointments in the civil service are made only according to merit and fitness, and one way of determining this is through the administration of competitive examination.

Test Administration

Pen-and-Paper Test

The CSC conducted two (2) regular nationwide exams for the Career Service Examination Pen-and-Paper Test (CSE-PPT)--on March 18, 2018 and on August 12, 2018, with a total of 239,827 and 181,985 examinees, respectively. Of the March 18 examinees, 30,175 passed, while 22,087 passed the August 12 exams. There were also two (2) special exams for government employees held April 15, 2018 and October 14, 2018. The special exams were conducted for those who want to apply for a permanent position, or for a promotion. The examination also included those under job order and contract of service with government agencies to give them opportunity for possible absorption in the government service. A total

This responsibility is accomplished mainly through the administration of civil service tests which has become one of the more visible activities undertaken by the Commission.

of 66,763 examinees took the CSE-PPT (Professional Level), 7,226 hurdled the test. For the SubProfessional Level Exam, a total of 27,706 examinees took the test resulting in 3,298 passers.

Aside from the CS Exams, CSC also administers other qualifying exams. During the year in review, CSC administered the Foreign Service Examination written examinations on January 28; Fire Officer Examination (FOE), Penology Officer Examination (POE), Basic Competency on Local Treasure Examination (BCLTE) on June 24 and October 14, and Intermediate Competency on Local Treasury Examination (ICLTE) on October 14.

only). The Promotional Test (Technical/Professional and Executive/Managerial) was also held in Regions III, IV, V, VIII, X, XI, XII, and National Capital Region (NCR). The Pre-employment Test (for 1st and 2nd levels) was held in Regions III, IV, V, and X. These tests are additional human resource tools—aside from the Civil Service Examinations—to strengthen the overall recruitment, placement, and promotion in the government service. It is used by government agencies in the objective screening or assessment of their applicants vying for vacant positions. The Pre-Employment Test serves as a mechanism to filter applications; the Promotional Test allows objective evaluation of applicants' readiness and competencies for promotion purpose; and the EOPT determines behavioral tendencies and personality profile of applicants. Passers of the Pre-Employment Test and Promotional Test will receive a Certification valid and effective for five (5) years. As such, the Certification may be used by the holder for subsequent applications. The CSC explained that the Certification shall be appropriate/applicable only for the level of positions for which the examination is intended (e.g. The Pre-Employment Test for 1st level shall be applicable for entrance to first level positions only. The Promotional Test for Executive/Managerial positions shall be applicable for promotion to the same level of positions

only).

Computerized Examinations

Aside from the pen-and-pencil mode, the CS exams are administered through the use of computers. For the Computerized Examinations (COMEX), the CSC conducted a total of ninety-nine (99) computerized exams (85 for the Professional level and 14 SubProfessional levels) at the Central Office and select Regional Offices (CSC ROs I, IV, VII, VIII, X, XI, CARAGA). There were 1,387 hopefuls for the Professional Level, 410 of whom were passers. For the Sub-Professional Level, there were 238 examinees, with 117 passers.

Exams in Qatar

The CSC approved the Department of Foreign Affairs' request for the conduct of a CSE-PPT for Overseas Filipino Workers (OFWs) in Doha, Qatar, a Special CSE-PPT in Qatar on October 12, 2018.

There were 364 OFWs who took the CSE-PPT Professional Level, and thirty-three (33) of them passed the exam. On the other hand, 33 OFWs took the CSE-PPT Sub-Professional Level, and eight (8) of them passed the exam.



Overseas Filipino Workers take the Career Service Exams administered in Doha, Qatar in October 2018.

Table 3: Civil service exams conducted via Paper-and-Pen Mode, 2018

Exam Date	Exam Type	Exam Venue	No. of Examinees	No. of Passers
January 28, 2018	CSE-FSO (Foreign Service Officer)	Nationwide	628	109
March 18, 2018	CSE-PPT Professional		238,966	25,602
	CSE-PPT Sub-Professional		40,821	4,573
April 15, 2018	CSE-PPT Professional		12,980	1,333
	CSE-PPT Sub-Professional		5,520	664
June 24, 2018	Fire Officer Examination (FOE)		29,276	4,929
	Penology Officer Examination (POE)		6,454	1,089
	Basic Competency on Local Treasury Examination (BCLTE)		3,100	533
August 12, 2018	CSE-PPT Professional		159,283	19,510
	CSE-PPT Sub-Professional		22,702	2,577
October 12, 2018	CSE-PPT Professional	Doha, Qatar	364	33
	CSE-PPT Sub-Professional		33	8
October 14, 2018	CSE-PPT Special Agencies Professional	Nationwide	66,763	7,226
	CSE-PPT Special Agencies Sub-Professional		27,706	3,298
	Basic Competency on Local Treasury Examination (BCLTE)		3,916	651
	Intermediate Competency on Local Treasury Examination (ICLTE)		555	159
October 14, 2018	Promotional Test (Technical/Professional)	Regions 3, 4, 5, 8, 10, 11, 12, NCR	259	136
	Promotional Test (Executive/Managerial)		42	21
	Pre-employment Test (1st Level)		84	42
	Pre-employment Test (2nd Level/ Technical/Professional)	Regions 3, 4, 5, 10	16	8
November 11, 2018	CSE-PPT Professional (Originally scheduled August 12, 2018 moved to November 11, 2018 due to Habagat/ Typhoon)	NCR; Morong, Rizal Nationwide	37,994	4,118
	CSE-PPT Sub-Professional (Originally scheduled August 12, 2018 moved to November 11, 2018 due to Habagat/ Typhoon)		7,505	865



The CSC stands foursquare with employee organizations protecting the welfare and interest of employees in the public sector.

WORKPLACE HARMONY AND COOPERATION

Strengthening Public Sector Unionism

The CSC supports the constitutional right of every government employee to self-organization. The CSC, through the Human Resource Relations Office (HRRO), promotes public sector unionism as a mechanism to protect the welfare and interest of public sector employees and to foster better employee-employer relations. These goals are achieved through a host of activities that promote the growth and participation of state employees in public sector unionism.

Union Registration and Accreditation

The CSC evaluates applications for registration and petition for accreditation of employees' organizations (EOs). CSC accredited 94 employee organizations. Accredited unions enjoy the majority support of the rank-and-file employees in the agency.

In 2018, the Commission together with the Bureau of Labor Relations-Department of Labor and Employment,

approved the registration of 122 employee organizations. The CSC also processed applications for registration of collective negotiation agreements (CNAs).

The CNA is a contract negotiated between an accredited employees' organization as the negotiating unit and management on the terms and conditions of employment and their improvements that are not fixed by law. Registration of CNA refers to the process by which the CSC, after an evaluation and review of the CNA, issues the corresponding certificate of registration to the accredited employees' organization and another copy to the management. For 2018, a total of 230 CNAs were registered.

Throughout the year, the Commission monitors status of registered and accredited EOs and registered CNAs, maintaining and updating its database.

To date, HRRO has recorded 1,677 registered EOs, 1,069 Accredited Unions and 499 Registered CNAs.

Table 4: Public Sector Union Transactions, January to December 2018

No. of Registered Employee Organizations	No. of Employee Organizations Accredited	No. of Registered CNAs
122	94	230

PSU Advocacy, Labor Education and Employee Welfare

More than educating government employees on their rights to organize, the CSC through its labor education programs encourage a shift in paradigm on how government workers view public sector unions - from being viewed as management adversaries to becoming vanguards of employee welfare, promoters of improved working conditions and relations; and as agents of reform, transparency, accountability, and efficiency in the public service.

In 2018, the HRRO provided PSU/Labor Education/Orientation to nineteen (19) government agencies and public sector unions.

Conciliation & Mediation

The CSC also provides conciliation and mediation services. In 2018, it mediated two disputes on CNA; one dispute on Union Constitution and By Laws (CBL); one intra-union election dispute; it conducted one dialogue.

PSLMC Secretariat Functions

The CSC acts as the Secretariat of the Public Sector Labor Management Council (PSLMC) composed of the Chairperson of the Civil Service Commission (CSC); the

Secretaries of the Department of Labor and Employment, Department of Justice, Department of Finance, and Department of Budget and Management - a collegial body deciding on public sector labor complaints/issues, as well inter and intra-union disputes.

As the Council Secretariat, the CSC manages the Quarterly Technical Working Group (TWG) & Public Sector Labor Management Council (PSLMC) Meetings.

PSU Policy Development & Review

The CSC also performs union policy development & review functions. It helps the PSLMC in the formulation/ review of policy resolutions aimed at improving employee-employer relations; and in the preparation/drafting of case decisions on union-related cases/disputes.

Relative to its policy development & review functions, records show that the PSLMC approved three resolutions in 2018 and issued six decisions of matters relating to specific unions. The resolutions include guidelines on the change of name of an employee organization and the recognition of PSLMC sectoral representatives.

Table 5: Number of Registered and Accredited Unions and Registered Collective Negotiation Agreement (CNAs), By Region & Sector as of December 2018

Region	Registered Unions					Accredited Unions					Registered CNAs (ACTIVE)				
	GOCC	LGU	NGA	SUC	TOTAL	GOCC	LGU	NGA	SUC	TOTAL	GOCC	LGU	NGA	SUC	TOTAL
1	7	44	23	12	86	4	34	6	11	55	3	19	2	9	33
2	7	40	21	14	82	6	36	4	12	58	1	23		4	28
3	3	39	35	11	88	3	33	2	8	46	7	19	1	11	38
4	10	46	14	10	80	9	37	2	7	55	6	31	3	11	51
5	2	57	11	8	78	2	53	1	8	64	2	25		9	36
6	18	51	22	18	109	16	37	7	17	77	1	13	2	10	26
7	17	80	29	22	148	16	66	7	17	106	1	31		1	33
8	9	54	34	20	117	8	34	3	11	56		15	1	7	23
9	8	56	24	18	106	5	35	4	14	58	1	6			7
10	8	71	17	12	108	5	55	9	9	78	4	20	1	6	31
11	5	47	40	23	115	4	33	5	16	58	2	10		7	19
12	4	35	19	10	68	4	22	2	3	31	5	11		2	18
ARMM		2	4	8	14		1	1	4	6				1	1
CAR	1	39	24	9	73	1	30	4	6	41				4	4
CARAGA	8	35	21	7	71	7	22	1	4	34	4	17		3	24
NCR	79	2	226	27	334	61		170	15	246	26	12	84	5	127
Total	186	698	564	229	1677	151	528	228	162	1069	63	252	94	90	499



CSC Chairperson Alicia dela Rosa-Bala hands over the certificate and token of appreciation to former Supreme Court Chief Justice Hilario Davide, one of the keynote speakers during the “Tugon sa Tawag ng Pederalismo: The Philippine Civil Service in a Federal Government Forum”. Also in the photo is CSC Commissioner Leopoldo Robetro W. Valderosa Jr.

EFFICIENT AND EFFECTIVE ADMINISTRATIVE JUSTICE

As a constitutional commission vested with quasi-judicial powers, the CSC hears and decides administrative disciplinary cases instituted by or brought before it directly or on appeal, renders opinions and rulings on all personal and other civil services matters, renders counselling and other assistance to the transacting public and to the other offices of the Commission, and renders comments on proposed legislation or bills affecting the civil service.

Case Disposition

The CSC ensured the timely resolution of both disciplinary and non-disciplinary cases brought before it. Disciplinary cases involve administrative offenses such as falsification of public documents, dishonesty and misconduct. Non-disciplinary cases include appeals from disapproved

appointments, protest against appointments, correction of personal information and dropping from the rolls invalidated appointments, reinstatement, extension of service, requests for correction of personal information, among others. For 2018, of the 19,513 case received, the Commission resolved 10,857 cases, 1,797 of which were disciplinary and 9,087, non-disciplinary.

The CSC continues to resolve sexual harassment cases since the issuance of Memo Circular No. 19 (Anti Sexual Harassment Policy in the Workplace) in 1994. As of December 2018, there were 10 sexual harassment cases filed with the CSC, with four of the cases already resolved.

Table 6: Case Resolution, 2018

Nature of Cases	No. of Cases
Disciplinary	1,770
Non-disciplinary	9,087
Total	10,857

Special Projects

Through its Office for Legal Affairs (OLA), the CSC started its Online Information and Assistance on Civil Service Law, Rules and Regulation or the CSC Online Forum. The forum is a tool for the Commission's various stakeholders to post inquiries on various subjects such as clarifications on the provisions of the 2017 Rules on Administrative Cases in the Civil Service.

To join the forum, users are directed to visit www.csc.gov.ph/forum, create an account and log in to post queries and comments or join a conversation pertaining to their topic of interest. As of November 2018, the CS Online Forum has responded to 2,545 registered users, 438 subjects and answered to 1,481 messages received. The page views of previous posts and answered queries increased monthly. The generated knowledge from the forum addresses issues, avoids

misunderstanding and misinformation, thereby lessening the number of written requests for clarification.

On March 2018, OLA hosted a forum "Tugon sa Tawag ng Pederalismo: The Philippine Civil Service in a Federal Government" toward deeper understanding on how government works under a federal system, and ultimately, how the civil service system functions under a federal government. The workshop helped gather inputs for the proposed provisions on the civil service which was submitted to the Consultative Committee on Federalism.

Another project pilot-run in 2018 was the CSC Legal Mission which aims to provide efficient and person-to-person delivery of legal services involving the application or interpretation of prevailing CSC decisions, resolutions, opinions, law and rules and regulations.

The initiative was launched during the 2018 Public Sector Human Resource Symposium held in July in Davao City. For three days, lawyers and special investigators provided immediate response to queries fielded by clients.

The Compendium on Supreme Court Rulings from 2001-2017 was completed in 2018. Since the last compendium on Supreme Court rulings on civil service matters was published in 2000, a number of subsequent decisions on the civil service has been modified or otherwise overturned by previous jurisprudence. The compendium includes selected and significant rulings that settled decisions on backwages, third-level eligibility, administrative due process and other matters that have resulted to either policy adoption or issuance of clarificatory policies by the CSC. Revisiting the wealth of jurisprudence on civil service through the compendium will aid legal research.



HIGH PERFORMING AND LEARNING ORGANIZATION

Learning and Development

One of the Philippine Development Plan's pillars, *Enhancing the Social Fabric (Malasakit)*, mandates the Civil Service Commission to "ensure people-centered, clean, and efficient governance." One of the strategies to achieve this goal is to strengthen the civil service by developing and investing in human resource and promoting shared public service values.

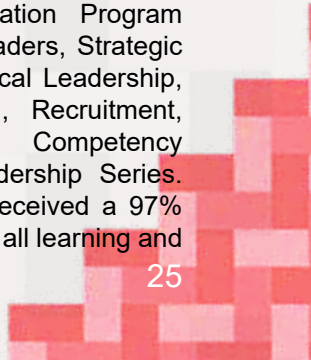
The CSC fulfills this mission by mobilizing the Civil Service Institute (CSI) and its regional offices. As the learning and development hub for the entire bureaucracy, CSI is tasked to craft, test, review, and implement training programs for the different levels of the civil service. It focuses on Human Resource and Organizational Development and Leadership Capacity Development, and Foundation Programs. Through CSI, CSC assists government agencies in drawing up their own learning and development programs. CSC Regional and Field Offices serve as conduit to L&D initiatives.

CSC Training Programs

In 2018, a total of 1,491 learning and development programs were conducted by the CSI and the 16 regional offices of the CSC.

Zeroing on the CSI, the Institute carried out 203 courses in 2018, recording a 15.24% increase from 176 courses in 2017. With a total of 9,947 government officials and employees trained, the initiative resulted to a 16.25% increase in the number of participant days* from 20,805 in 2017 to 24,185.

The top 10 courses most availed in terms of the number of participant days are Public Sector HR Symposium, The 7 Habits of High Effective Government Leaders, Leadership and Management Certification Program (CPro), Mentoring and Coaching for Leaders, Strategic Performance Management System, Ethical Leadership, Manager's Role in Capacity Building, Recruitment, Selection and Placement System, Competency Modelling and Profiling, and CSI Leadership Series. The CSI and all CSC regional offices received a 97% satisfaction rating from its participants for all learning and





Proud participants to the CSC Leadership and Management Certification Program show their certificates handed over by CSC officials.

development courses implemented in 2018. The courses were evaluated based on training design, objectives, facilitation, and administration. This rating indicates that the CSC is delivering its mandate of providing learning and development courses and ultimately influencing the capabilities and capacities of civil servants toward public service excellence.

Leadership Training

Among the new learning programs launched by the CSC in recent years is the Leadership and Management Certification Program or CPro. The program was developed to prepare state employees for supervisory or managerial functions. Since 1995, CSC has required an appointee to a division chief post to have a masteral degree. CPro provides state workers

an option for satisfying the postgraduate requirement. The program offers two tracks to certification: the Training Track where candidates undertake management training and implement a 90-day Action Learning Project and the Recognition of Prior Learning (RPL) Track where candidates are expected to manifest leadership competencies through previous work experience.

In 2018, CSC administered the CPro Training Track in five batches. CPro was conducted for managers of the Manila International Airport Authority, the Department of Social Welfare and Development - Davao and the Philippine Statistical Authority. Two batches of CPro classees were composed of managers from different government agencies. There was only one batch for the RPL Track.

Impact assessment on L&D courses

CSC conducted an impact evaluation on employees who have completed CSI courses. The assessment aims to evaluate the relevance and effectiveness of training programs provided, whether it has helped the participants in their workplace performance and/or it has increased the productivity of their organization as a whole.

One case in point were participants from Department of Science and Technology-Science Education Institute (DOST-SEI) who were evaluated based on their learnings from Competency-Based Human Resource Program (CBHR). Assessment showed that participants were able to better understand their agency's objectives relative to CBHR. They were highly involved in the development of assessment tools and techniques needed in the identification of competencies for the job family assigned to them. Through the program, participants were able to connect the expected outputs and the application of competencies in other DOST-SEI HR Systems.

The impact of Public Service Values Program (PSVP) on participants from Cebu Technological Institute (CTU), Senate Electoral Tribunal (SET), and Parole and Probation Administration (PPA) was also evaluated. Evaluation showed that because of the intervention, their work relationships have improved, resulting in better work performance.

To extend the capacity of the CSC in providing learning and development (L&D) opportunities, CSC through the identifies, builds, and maintains a pool of competent and credible institutions through the accreditation of Learning and Development Institutions (ALDI).

Accreditation of Learning Institutions

The accreditation covers private and non-government L&D institutions seeking to provide training programs to the bureaucracy in the areas of leadership development, human resource management and organization development, and personal and professional effectiveness. Prospective companies are being evaluated with respect to their legitimacy and compliance with legal and regulatory requirements, financial stability and viability, reputation and experience, and ethical and professional practice. Ocular inspection of facilities and assessment of sample program, course, or service are also being assessed. Once accredited by the CSI, these institutions may provide learning and development interventions to agencies and individuals in the government or jointly conduct such interventions with CSI.

As of December 2018, there were 12 private learning and development institutions (ALDI) accredited, bringing to 24 the total number of ALDI. Accredited in 2018 were ACG Human Capital Solutions Corp. Ateneo de Manila University Center for Organization Research and Development (Ateneo CORD), Ateneo de Manila University Graduate School of Business Center for Continuing Education (Ateneo CCE), Center for Global Best Practices Foundation, Inc., CICP.Learn Business Management Consultancy Co., First Pacific Leadership Academy (FPLA), Inc., Human Capital Asia, Inc., MTR

The Mentor Group Professional Consultants & Co., People Dynamics, Inc., Profiles Asia Pacific, Inc., South East Asia Speakers and Trainers Bureau, Inc., and SYNERGY Training and Development, Inc. The accreditation is valid for three (3) years.

In November 2018, the first ALDI Summit was held participated by 55 HR experts and practitioners from

16 accredited learning and development institutions nationwide. The event aimed to support a learning and development community of practice through mutual engagement, joint enterprise and sharing of best practices that will facilitate continual improvements in the practice of workplace learning and performance.

Human Resource Symposium

Running for six years as the CSC's biggest gathering of human resource practitioners, the annual Public Sector Human Resource Symposium attracted more than 2,000 human resource management officers (HRMOS) and shared with participants emerging trends and best practices in the field of human resource management and organization development in the public and private sectors.

In 2018, a total of 2,284 participants attended the Symposium with the theme, "Achieving Breakthrough Results through Strategic HR," held at the SMX Convention Center in Davao City. International speakers

provided emerging trends while local HR practitioners shared leadership directions.

First conducted in 2013, the HR Symposium was initially subsidized by the Philippine Australia Human Resource and Organization Development Facility (PAHRODF) until 2016 with the facility rendering support in subsequent years. The CSC had fully managed and administered the event on its own thereafter. As in previous years, the HR Symposium has the highest number of participant days, making it again the most availed program for the year.

CSI Leadership Series

The CSI Leadership Series is a learning and networking event designed to stir government executives, directors, and managers to continually enhance their leadership effectiveness. Held quarterly, the Series showcases best practices of successful leaders and managers in both the government and the private sectors. In 2018, a total of 726 executives benefitted from various sessions focused on Ethical Leadership, Digital Leadership, and Authentic Leadership.



Local and international experts keep government HR practitioners abreast on trends and developments in the field.

New Programs

To address the specific needs and issues of multiple audiences, the CSI has lined-up new courses.

On its 2nd year, the CSI partnered with the People Management Association of the Philippines (PMAP) for a project "Exploring eLearning as a Competency Development Approach in the Public Sector," which aims to leverage technology in providing capacity-building programs to the most number of people through flexible and efficient means.

A four-part webinar series on 4Cs of Managing Change was also conducted on June 19, 26, July 3, and 10, 2018, which discussed the 4Cs, namely Committing to Change, Capacitating for change, Contributing and Collaborating for Change, and Celebrating and Continuing Change.

Also developed was a three-day program to raise civil servants' awareness on diversity in the Philippines. It seeks to equip participants with sensitivity to the impacts of diversity, and provide tools for handling diversity and fostering a culture of inclusion in their respective workplaces.

A two-day workshop aimed at enabling participants to develop action plans to support an organization's accountability was also developed.



Leadership competencies enhanced. Directors from the CSC Central and Regional Offices undergo learning and development programs to enhance supervisory and leadership skills.

Human Resource Officers from Mindanao visit the Contact Center ng Bayan office at the CSC Central Office.



IMPROVED CUSTOMER ENGAGEMENT

Dekada na ang ARTA!

2018 was marked by significant changes in the Integrated Anti-Red Tape Program (iARTA) carried out by the Commission, as mandated by Republic Act. No. 9485 or the Anti-Red Tape Law. While the CSC mapped out plans for the continued implementation of anti-red tape initiatives, the passage of Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 in May, 2018 heralded shifts in priorities to enable the Commission to comply with the provisions of the new law. Thus, CSC carried out initiatives related to ARTA and pursued initial action as required under R.A. No. 11032.

To celebrate the ten year implementation of the Anti-Red Tape Act, the Commission staged ARTAnized: The ARTA Dekada Celebration which recognized institutions from government, the private sector, non-government sector, media and international funding groups that became CSC's partners in the law's implementation. Government agencies, including local government units, which have shown excellent performance in frontline service delivery were also acknowledged. High points of the ten year

ARTA implementation was also underscored. Foremost of these is the development or crafting of standards and mechanisms to check, monitor and evaluate agency compliance with ARTA – the Citizen's Charter, the Report Card Survey, the Service Delivery Excellence Program (SDEP), and the Citizen's Satisfaction Center – Seal of Excellence Award (CSC-SEA). A total of 5,200 service offices underwent the Report Card Survey which covered feedback from 170,292 citizens who availed of various government services. Through SDEP, problems areas in service delivery were identified in 280 service offices while 306 service offices proudly received the CSC-Seal of Excellence Award. ARTA became the springboard for the review of government processes and procedures toward fast, efficient and courteous frontline services. While it presented challenges to government agencies, the ARTA implementation spurred opportunities for better and more responsive civil service.

Achievements and challenges in ARTA implementation were chronicled in *ARTA: A Decade of Improving Public Service Delivery* produced in 2018.



CSC Chairperson Alicia dela Rosa-Bala and Department of Trade and Industry Secretary Ramon M. Lopez share views on the implementation of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

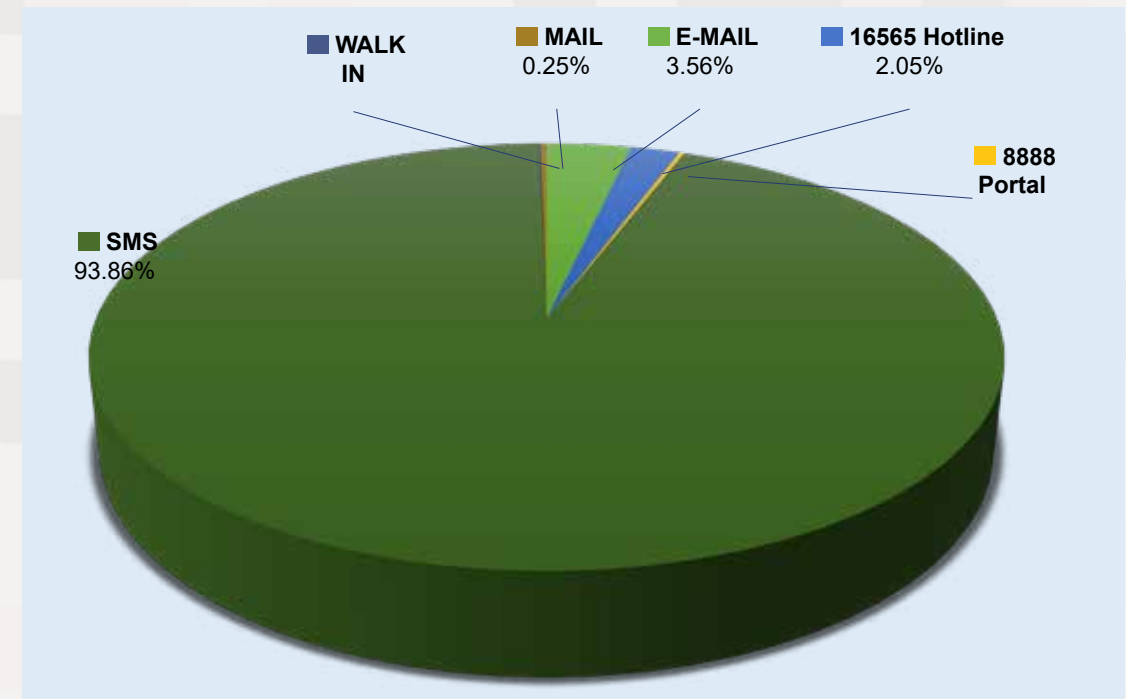
From ARTA to EODB-EGSD

Lessons and experiences drawn from ARTA implementation opened new avenues in service delivery reform. These learning set the stage for including service delivery improvement in the legislative agenda.

Republic Act No. 11032 or EODB-EGSD Act mandates all government agencies to streamline systems and procedures, conduct regulatory impact assessment and repeal outdated and redundant laws and issuances. It pegged processing time of government transactions into three, seven and 20 days.

The transition from ARTA to EODB-EGSD spelled both new and continuing responsibilities for CSC. The law provides for the creation of an Anti-Red Tape Unit at the CSC central and regional offices. CSC shall use RCS findings to develop human resource systems and programs on efficient service delivery; receive, review, hear and decide on complaints relating to non-compliance with the law; and conduct an information campaign on the said edict. As the new law's implementing rules and regulations were crafted, CSC joined the Department of Trade and Industry in eliciting comments, suggestions, views and opinions in 26 public consultations held nationwide with representatives from public and private organizations.

Chart 1. Total Transactions per access mode, 2018

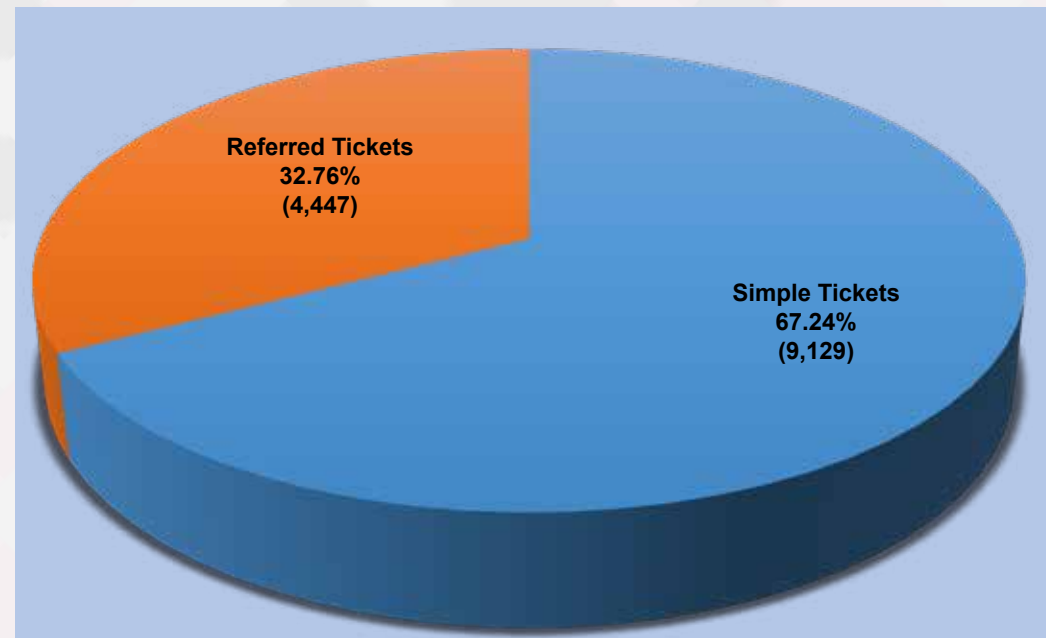


Contact Center ng Bayan: Bridging CSC and the Public

Institutionalized as the public feedback mechanism of the Philippine Government anchored on the Anti-Red Tape Act of 2007 and CSC Resolution No. 1400995 issued in July 2014, the Contact Center ng Bayan (CCB) aims to promote accountability among government agencies by providing citizens with tools to report feedback on government frontline services. Citizens can access the CCB through Short Messaging Service (SMS) 09088816565, hotline 1-6565, email address email@contactcenterngbayan.gov.ph, and CCB website www.contactcenterngbayan.gov.ph.

Clients' concerns lodged through CCB access channels and those with sufficient details are created into tickets with reference numbers for easy monitoring, updating and retrieval. Of the total 109,136 transactions, 13,576 tickets were created. Out of the 13,576 tickets created, a total of 9,129 tickets or 67.24 percent were filed as these were tickets resolved at the level of the CCB Agent. The remaining 4,447 tickets (32.76%) percent were referred to concerned agencies.

Chart 2. Classification of Tickets Created, 2018



Tickets are classified according to the nature of the concern: complaint, request for assistance, commendation/appreciation, query, and suggestion.

Top nature of report by the public were: (1) slow process of transactions; (2) discourtesy; (3) failure to act on

request; (4) failure to attend to clients during office hours; and (5) non-observance of the “No Noon Break” policy. Below is the top 10 list of the nature of reports lodged by the public.

Table 8. Nature of Reports, 2018

Nature of Report	No. of Cases
Slow Process of Transactions	1,109
Discourteous Frontliners	284
Failure to Act on Request	155
Failure to Attend to Clients during Office Hours	137
Non-observance of the No Noon Break	135
Presence of Fixer	98
Poor Service Delivery/Poor Facility	91
Unclear Procedure/s	91
Non response to letter	64
Unattended Hotline Number	57

Tables 9 and 10 list the top national government agencies and local government units complained with the nature of complaints received from January to December 2018.

Table 9. Agencies with Most Number of Complaints, 2018

Rank	Agency	Nature of Complaints
1	Land Transportation Office	Slow Process (127); Fixing Activities (52); Discourtesy (32); Poor Facility (16); Non-observance of queuing systems (11)
2	Social Security System	Slow Process (52); Discourtesy (16); No Noon Break (16); Unclear Procedure/s (12); Failure to Attend to Clients during Office Hours (11);
3	Bureau of Internal Revenue	Slow Process (41); No Noon Break (17); Failure to Attend to Clients during Office Hours (11); Failure to Act on Request (10); Fixing Activities (9)
4	Land Registration Authority	Slow Process (36); Failure to Attend to Clients during Office Hours (12); No Noon Break (10); Unclear Procedure/s (3)
5	Home Development Mutual Fund	Slow Process (42); Unattended Hotline Number (7); Poor Facility (6); Unclear Procedure/s (5); Discourtesy (4); Failure to Attend to Clients during Office Hours (2)

Rank	Agency	Nature of Complaints
6	Philippine Statistics Authority	Slow Process (28); Poor Facility (8); Discourtesy (8);Unclear Procedure/s (5); Non observance of queuing systems (3);
7	Department of Foreign Affairs	Discourtesy (16); Unattended Hotline Number (5); Slow Process (5); Fixing Activities (5); Unclear Procedure/s (5)
8	Professional Regulation Commission	Slow Process (15); No Noon Break (3); Discourtesy (5); Unclear Procedure/s (4); Failure to Attend to Clients during Office Hours (4)
9	Philippine Health Insurance Corporation	Slow Process (10); Discourtesy (8);Fixing Activities (4); No Noon Break (4); Failure to Attend to Clients during Office Hours (3)
10	National Bureau of Investigation	Slow Process (5); Unclear Procedure/s (4); Discourtesy (4); No Noon Break (4);Failure to Attend to Clients during Office Hours (3)

Table 10. LGUs with Most Number of Complaints, 2018

LGUs	Nature of Report
Quezon City	Failure to Act on Request (7); Discourtesy (6); Slow Process (2); Poor Facility (1)
Manila	Slow Process (4); Failure to Attend to Clients during Office Hours (4); Discourtesy (3); Failure to Act on Request (2)
Muntinlupa City	Discourtesy (4); No Noon Break (1); Slow Process (1); Failure to Act on Request (1);
Taguig	Imposition of Additional Cost (1); Slow Process (1); No Noon Break (1);Failure to Act on Request (1);Fixing Activities (1)
Pasig	Failure to Act on Request (2); Poor Facility (1); Discourtesy (1)
Antipolo City	Unclear Procedure/s (1); No Citizens Charter (1);No Noon Break (1); Failure to Act on Request (1)
Parañaque	Failure to Act on Request (1); No Noon Break (1); Imposition of Additional Cost (1);
Pasay	Unclear Procedure/s (1); Slow Process (1);Imposition of Additional Cost (1)
Valenzuela City	Discourtesy (1); Unattended Hotline Number (1); Slow Process (1)
Las Pinas	Failure to Act on Request (1); Discourtesy (1)

CSC-related Reports

Out of the 109,136 transactions for 2018, only 419 (0.39%) were CSC-related reports received through various CCB modes and endorsed by the 8888 Citizen's Complaint Hotline. These reports were referred to concerned CSC Offices for appropriate action.

The top five nature of CSC-related report received and referred were: (1) request for assistance on the status of filed complaint/appeal/petition for review; (2) request for investigation of other government offices; (3) complaint on the issuance of Certificate of Eligibility (COE); (4) query on CSC policies; and (5) request for assistance on the grant of eligibilities under special laws and CSC issuances.

Resolution Rate

The CCB ensures that transactions are resolved soonest as 94.60% of simple and complex transactions have been resolved by end of December 2018. The remaining 5.4% active tickets were lodged in December 2018, which were expected to be resolved in early 2019.



Country representatives from Nepal included a visit to the Contact Center ng Bayan during their study tour to learn about the Philippine government.

CSC in Visayas focus efforts on improved service delivery



Innovation has always been key in implementing CSC programs. Through an internal programs which encourages the adoption of new ways of doing things, CSC was able to spur efficiency in service delivery. Featured below are three CSC offices in the Visayas cited for initiating best practices.

CSC RO VI eases verification process

The CSC Regional Office VI is a pioneer in the use of the Verification, Certification, and Authentication System (VCAS) which started in July 2017. VCAS aims to assist the Examination Services Division (ESD) and the Public Assistance and Complaints Desk (PACD) Officer in-charge of encoding requests for authentication and certification of eligibility.

The implementation of the VCAS had a positive impact at the CSC RO VI as transactions became more efficient and the database of eligibles is continuously updated and can be readily accessed.

The CSC RO VI also implemented the Queuing System in application for examination, requests for authentications and certification of eligibility, application for grant of special eligibility, and requests for correction of personal information, among others. The system resulted to a more organized, efficient, and responsive service.

CSC RO VII develops Appointment Tracking System

Appointments processing is one of the major services of the CSC. Ensuring that appointments received by the Field Offices are acted upon within the prescribed period while maintaining accuracy on action taken is important. Hence, real time tracking and monitoring system on appointments processing is necessary.

In order to address the need for accurate and reliable data in appointments processing, CSCRO VII through Ms. Rosemarie Miñoza developed the Appointment Tracking System or ATS.

ATS caused a total shift from manual system of recording and monitoring on the processing of appointments to an automated system of recording, updating, tracking, and monitoring of processed appointments. Maintenance of digital database of appointments was also ensured.

The innovation led to the recognition of Ms. Miñoza as a “Gawad Kahusayan” recipient during the CSC’s 2018 Gawad Parangal.

A pleasant ambiance puts customers in a pleasant mood and positively improved service perception.

CSCRO VII enhanced its facilities to achieve customer delight. Clients are welcomed to a hotel-like experience when they transact at the CSC’s regional office in Central Visayas, starting with the guard ushering them to the Public Assistance Desk cum Customer’s Lounge where they are courteously received by frontline service providers. Clients are provided with a transaction number through a queuing machine and instructed to proceed to the concerned

units. The newly-installed Customer’s Lounge is made complete by themed decoration, and a jar of candies, biscuits, soothing music and free-flowing brewed coffee. The waiting area is kept clean at all times.

Customers often request for their photos to be taken at the Customer’s Lounge. Most of the feedback received were of delight with the hotel-like feel of transacting with the office. Clients hope that other government agencies will be inspired to follow suit.

CSC RO VIII values feedback

Meanwhile, CSCRO VIII also upped its game in giving a pleasant and comfortable transacting environment to clients.

The Regional Office upgraded its facilities and fixtures for added convenience of clients. Freebies such as coffee, candies, and drinking water are readily available to clients. Signboards were installed for easier access to needed information such as list of required documents and personnel to approach for needed services.

To get more insights on client feedback, an analysis ris done on the comments received for the week with the intent to obtain an objective perception of the entire transaction process and to identify areas for improvement.

Communicating HR Initiatives



The CSC continues to bring its programs and initiatives closer to the public by maximizing technology and popular avenues for communication and engagement. The onset of social media changed the way CSC interacts with its clients, stakeholders, and the media. Since social media continues to break down geographical and hierarchical barriers, it is also helpful in improving CSC's reach to current and potential audiences.

As part of the second phase implementation of the CSC's Social Media program, CSC launched its own show, LunChat with CSC, on July 12, 2018 via Facebook Live. The pilot episode attracted 29,145 live viewers and garnered a reach of 50,700. A total of 20 episodes were produced for the first season, and this helped gain exposure for CSC's flagship programs and services such as examinations, PRIME-HRM, legal services, and GAD, among others. The show also introduced audiences to online interface with CSC officials who discussed policies and answered live questions.

The second season of LunChat with CSC premiered on January 17, 2019, and the CSC is looking forward to engaging more people with its Facebook Page reaching the 500,000 mark in Likes and number of followers.



LunChat guests for the first episode pose with the hosts.



LunChat with CSC is just one of the CSC's communication initiatives under its Integrated Marketing and Communications Plan or IMCP.

To continuously promote its programs and cascade its policies, the CSC tapped various communication channels to reach its target audiences. The Public Assistance and Information Office (PAIO) implemented the IMCP and developed communication strategies for the Commission's priority initiatives. Aside from implementing communication campaigns, PAIO also produced regular and special printed and online publications; handled media relations including its weekly radio show, *Serbisyo Pilipinas*, and produced displays and other collaterals.

Focusing on the importance of social media, PAIO-PMRD also developed the CSC's Internal Social Media Policy. CSC is one of the few agencies that has crafted its own social media policy. CSC also participated in the crafting of the Administrative Order on Social Media Use for Government, a collaborative effort led by the Department of Information and Communications Technology and the Presidential Communications Operations Office.



LunChat with CSC is an initiative of the CSC's Public Assistance and Information Office and airs every Thursday at 12 noon.

A CENTER OF EXCELLENCE FOR STRATEGIC HUMAN RESOURCE AND ORGANIZATION DEVELOPMENT



CSC officials during the Directorates' Conference held November 2018.

- Effective Civil Service Commission**
 - Internal Planning
 - Implementation of Best Practices
 - Internal Audit
 - Transition to ISO 9001:2015
 - CSC's IIP Silver Accreditation
 - Communicating HR Initiatives

Enhanced Workforce Competencies

Strengthened HR and OD Knowledge Management and ICT

Stewardship of Financial and Physical Resources



CSC Chairperson Alicia dela Rosa-Bala addresses heads from the Commission's Central and Regional Offices during the Directorates' Conference held November 2018.

EFFECTIVE CIVIL SERVICE COMMISSION

The CSC has built its scorecard around its progressing vision of becoming a center of excellence for strategic human resource (HR) and organization development (OD).

Starting 2015, the CSC started adopting the Program Expenditure Classification (PREXC) approach in planning and budgeting, which provided the opportunity to harmonize the CSC's organizational and program outcomes and outputs with the articulated outcomes in the agency's strategy map and scorecard. This went through consultative reviews and several revisions until its consequent approval in 2017. From 2017 to 2018, CSC Offices exerted efforts to determine and calibrate performance baselines and targets for FY2019 and

FY2020. The CSC scorecard contains eleven (11) strategic objectives and thirty (30) strategic measures across the four perspectives of 1) stakeholders (outcomes), 2) core processes (operations), and support process that consists of the 3) learning and growth, and 4) finance/resources. The Commission also developed its Matrix of Indicator Definitions (MID), as well as its Strategic Risk and Opportunity Plans in alignment with its Quality Management System (QMS).

Its 2030 vision, "the CSC shall be Asia's leading center of excellence for strategic HR and OD", is the guiding goal of CSC's 2018 scorecard.

Internal Planning

Through the Individual, Division, and Office Performance Commitment Reviews, the CSC monitors accomplishments at the individual, unit, division, and office levels on a semestral basis. Employees were given opportunities for HR interventions in cases where performance is lacking, while discussions and coaching

or mentoring sessions are encouraged with supervisors. The CSC through its Office for Strategy Management (OSM) monitors performances of CSC Central, Regional, and Field Offices. It holds a series of management meetings within the year to monitor targets and plan next steps according to the scorecard. In 2018, CSC



Directors in a huddle. Heads of various CSC offices discuss plans to effectively implement its human resource and organization development programs for 2019.

conducted the Executive Committee Strategy Review with Directors III and IV on July 4-5, 2018, followed by an Interface meeting with process owners, Regional Offices, and technical staff on October 24-25, 2018 to discuss and present Indicative Plans and Budget for FY2020. As a result, and through a collaboration between OSM and OFAM, the CSC updated its Planning and Budgeting Guidelines to help Offices in developing their plans and resource requirements for the incoming and the

budget year. As part of the process, plans and budgets were briefly presented in special sessions with the Commission for feedback. On November 13-15, 2018, the CSC conducted its Annual Directorate Conference. In support of these key activities, the CSC also conducted Operational Review Meetings (ORM) with key Process Owners to monitor results and collaborate on initiatives to improve performance and deliver organizational targets.



The CSC's Office for Strategy Management (OSM) compiles a list of emerging best practices within the Commission which is a proven practice that can be used as a benchmark, something that other units in the organization can learn from and adopt. CSC believes that it is important that best practices are documented and shared within.

Implementation of Best Practices

The CSC continued its Best Practice Identification and Sharing, which was on its fourth year of implementation in 2018. CSC Regional Office II and the Office for Legal Affairs were cited for specific projects that depict best practices, "Electronic Notice of Assignment (e-NOA)" and "Online Information and Legal Assistance on Civil Service Law, Rules, and Regulations" (otherwise known as the "Online Forum"), respectively. Both Offices received a plaque of recognition for their award as "Good Practice". The two Offices bested 50 entries submitted to the Best Practices Technical Working Committee (BPTWC).

The CSC identified improved customer management as one of its strategic objectives in 2018. Thus, its Internal Audit Unit focused on programs and processes that directly have an impact on this objective. The CSC Quality Management System (QMS) is one of the CSC's approaches to ensuring public service excellence. The CSC was first awarded by TÜV Rheinland Philippines, Inc. with the ISO 9001:2008 certificate in 2012. Since then, its internal audit was also geared toward checking internal controls and ensuring that CSC remains compliant with international standards.

Internal Audit

The Internal Audit Team conducted the QMS internal audit for the 23 processes certified under the CSC QMS. This was done to support collaborative self-assessment workshops held to ensure compliance to QMS requirements and readiness for re-certification under TÜV Rheinland Philippines, Inc.

The IAS also audited 15 of the CSC's Regional Offices and 67 of its Field Offices' eight process, namely: appointments processing, procurement, HR recruitment and training, internal audit, document and records control, top management, information and communication technology or ICT maintenance, and preventive maintenance of airconditioning units. Result of audits showed compliance to procedures such as Control of Records, Internal Audit, Control of Non-conforming Products, Corrective Action, Control of Documents, and Preventive Action. Thus, 45 of the ISO compliant Field Offices that were subjected to surveillance audit were recommended for certification maintenance, and 22 other FOs likewise subjected to compliance audit/certification audit were recommended for certification.

Through the conduct of internal audits, the CSC was able to identify issues and control weaknesses in its QMS implementation, and to draw recommendations for process improvements upon consultation with concerned process owners and the Commission as well.

Impact of Improved Management Processes

By conducting regular audits, CSC was able to ensure compliance review by its supervisors for operations to be conducted are in accordance with laws, policies, and regulations. Stronger emphasis is given to risk management by encouraging various operating units to enhance their Risk Management Plan particularly identifying risks that could affect attainment of process and organizational objectives and drawing up actions to address the risks.

CSC also noted improved customer feedback mechanisms for external and internal processes. These feedback drove CSC service delivery units to provide better facilities and citizen-centered services for higher client satisfaction. Customers waiting areas, for example, have become spacious and queuing systems are in place to facilitate transactions.

The CSC also ensured heightened implementation of control procedures by introducing \delegation of authority and supervision, segregation of key duties and functions, limitation of access over resources, assets, and facilities; checking of completeness of transaction documents and reports; verification; and reconciliation of financial and non-financial data.

In compliance with the requirements of Ease of Doing Business and Efficient Government Service Delivery (EODB EGSD) Act of 2018, the CSC made a comprehensive review of its service processes by holding a series of workshops. The result is an updated List of CSC Services, both frontline and otherwise, which shall be the content of the CSC Citizen's Charter.

Transition to ISO 9001:2015

The Civil Service Commission (CSC) Quality Management System has been re-certified to ISO 9001:2015 by TÜV Rheinland Philippines, Inc., after a successful re-certification audit conducted in 2018. To date, CSC's re-certified core functions include:

- Cases Adjudication;
- Examination;
- Appointments Processing;
- Provision for External Learning and Development Service; and
- Accreditation and Registration Services for Employees' Organization

The re-certified support processes include:

- Customer Feedback;
- Performance Monitoring and Evaluation;
- Procurement;
- Preventive Maintenance of Equipment and Transport Service;

- Qualification Standards Formulation and Evaluation;
- Recruitment;
- Communications Management with ICT Maintenance;
- Internal Audit; and
- Documents, Records, References, and Forms Control.

CSC's commitment to maintaining its certification and continuously improving its processes complements its adherence to high standards in public service and HR management, particularly with its accreditation to the Investors in People (IiP) CSC's adherence to ISO standards underscore efforts to provide the best version of its products and services to stakeholders and clients.



CSC directors attend the sessions to prepare for the IiP Generation 6 accreditation in May 2018.



CSC IIP Silver Accreditation

CSC's commitment to maintain its certification and continuously improve its processes complements its adherence to high standards in public service and HR management. This commitment is likewise manifested by its accreditation to the Investors in People (IIP) and compliance with the Anti-Red Tape Act of 2007, and its amendment, the Ease of Doing Business and Efficient Government Service Delivery Act of 2018. CSC's adherence to ISO standards underscore efforts to provide the best version of its products and services to stakeholders and clients.

The CSC cannot claim by itself to be a center of excellence for HR and OD; it has to seek validation from credible people management organizations.

As early as 2014, CSC sought to meet international HR standards by working with the Investors in People (IIP) as independent, not-for-profit company that helps organizations worldwide lead, support and manage people for sustainable results.

The IIP sets standards for better people management. Its internationally recognized accreditation is held by 10,000 organizations across the world. The IIP Standard is underpinned by a rigorous assessment methodology and a framework which reflects the very latest workplace trends, essential skills and effective structures required to outperform in any industry.

The IIP Framework measures organizations by its 10 indicators, which include having a well-understood business strategy, a learning and development plan for employees, an empowered workforce, and effective management.

After undergoing a challenging assessment phase, the CSC was able to achieve Standard accreditation in 2014,

which means it has met 39 globally accepted people management practices based on the IIP Framework.

Four years later, the CSC continued to be a forerunner in people management. The CSC underwent accreditation in the first half of 2018. CSC's people management practices were assessed based on IIP's Framework comprised of nine indicators. These are Leading and Inspiring People, Living the Organization's Values, Empowering and Involving People, Managing Performance, Recognising and Rewarding High Performance, Structuring Work, Building Capability, Delivering Continuous Improvement, and Creating Sustainable Success. Measurement against these people management indicators determine the performance of an organization and the level of accreditation achieved. To achieve the Silver level of accreditation, an organization must have good practices in place that are understood by everyone, and is able to engage its people effectively in the implementation of those practices.

Part of the accreditation process is an online assessment where CSC placed 6th out of 530 IIP organizations globally subjected to the same online assessment, in the size range of organizations with 250 to 4999 employees. CSC ranked first among 42 public sector organizations which went through the online assessment.

The CSC was formally awarded with the IIP Generation 6 Silver level accreditation during the 11th IIP Concourse on October 23, 2018 in Taguig City.

With a Silver Level accreditation under its belt, the CSC has gained credibility in initiating and leading HR reforms in the public sector. It continues to work with agencies in developing their HR systems to reach higher maturity levels.



CSC executives proudly display their IIP plaques during the IIP Concourse held October 2018.

ENHANCED HR AND OD WORKFORCE COMPETENCIES

Internal L&D for CSC employees

One of the commitments in the CSC Enterprise Scorecard is the implementation of Learning and Development (L&D) Plan for the CSC workforce. The L&D Plan consists of internal and external training interventions aimed to enhance competencies, improve job performance, and increase productivity of CSC officials and employees. The 2018 L&D plan was developed using the results of the 2017 Online Competency Assessment (OCA) and Office Development Plan (ODP). The 2017 L&D Plan was also reviewed to determine the learning needs of CSC officials and employees.

In 2018, 90% of CSC officials and employees attended training from internal and external providers while 10% of the staff attended informal interventions such as team building, coaching and mentoring.

Other interventions provided include foundational courses such as the orientation for new entrants, gender sensitivity seminar, public service values program, and strategic human resource course. Among the internal technical training offered were one-day Continuing Learning Education (CLE) which focused on the top four identified competency gaps namely Writing Effectively, Delivering

Service Excellence, Solving Problem and Making Decision, and Thinking Strategically and Creatively.

L&D initiatives on gender and development were also conducted to orient participants on gender tools and analysis, gender plan and budget, gender mainstreaming. For managers, supervisory development training and executive/managerial training (leadership fora and conferences) were provided.

The second CSC-wide HR Forum themed “Workforce Engagement and Workplace Diversity” was also conducted, providing CSC’s HR officers the opportunity to thresh-out common issues and concerns of the HRDs. The Forum provided new perspectives on workplace diversity such as cultural awareness and sensitivity, social orientation, gender identify and expression, and integrating people with disabilities in the workforce.

CSC employees who were provided scholarship grants presented their Re-entry Action Plan (REAP). A Colloquium of CSC Scholars discussed the Work 4.0 Agenda to see how CSC can adapt or address the challenges of the future of work.

On study and non-study grants, 31 officials and employees attended local and foreign conferences such as consultative meetings of ASEAN Cooperation on Civil Service Matters (ACCSM), Eastern Regional Organization for Public Administration (EROPA), World Summit, Association for Talent Development 2018 International Conference and Exposition. Officials and employees were also able to attend short courses offered by the ASEAN member-countries such as the ASEAN Executive Management Programme and Leadership Scheme for ASEAN Civil Service Leader. Meanwhile, four employees were also granted scholarship by the Australian Awards Engagement Alumni Program – Philippines and one employee for the Development Academy of the Philippines.

Recruitment, Promotion and Placement

A total of 61 individuals joined the CSC in 2018. Improvements in the recruitment process of CSC were logged. From 90 working days, the time to fill up vacant positions was reduced to 80 working days. This was achieved through the creation of additional two HRMPSB Committees to facilitate assessment. The Office for Human Resource Management and Development (OHRMD) also tapped more channels for advertising of vacancies such as the job fair and social media, specifically CSC’s Facebook Page for wider selection of applicants.

Promotion of health and wellness

The CSC, through the OHRMD, crafted a health and wellness program centered on a holistic approach to ensure the physical, mental, and spiritual welfare of its employees. CSC offices are encouraged to draw their own activities.

Employees continuously enjoy sport activities such as the 2018 Luzon Friendship Games, Central Office Inter-color Sports Tournament, and fitness sessions after office. Clusters from Visayas and Mindanao also organized their friendship games every other year.

With the passage of the Mental Health law, OHRMD held fora on mental health awareness. Talks about de-stressing, alternative medicines, and financial wellness were also conducted.

The CSC Welfare Fund continued to help address financial needs of employees through medical reimbursement. It also served an additional loan window.

Various activities such as mass, fellowship, prayer meetings, way of the cross, and film showing were organized to strengthen employees specifically.

Employees were also encouraged to join the choir to enhance their singing talents. In 2018, the CSC Central Office re-introduced the CSC Band composed of several employees from different offices.

Pre-Retirement Programs

CSC RO X Mindanao has drawn up a unique pre-retirement program for its employees, one that touches on crime detection and prevention. Aside from the usual pre-retirement sessions on sound financial discussion and healthy lifestyle, personal safety and security have been included in its Pre-Retirement Program (PRIOR).

Enhancement of personal safety and security was recently included due to information derived from news releases

that retirees are victimized by unscrupulous individuals. Retirees retire in their respective localities. Hence, they fall prey to “Budol-budol Gang” among others. Given these PRIOR included the Crime Detection and Prevention session to equip government employees who contemplates to retire to recognize possible fraudulent acts and to guard themselves from unscrupulous persons who target their hard earned retirement money/benefits.

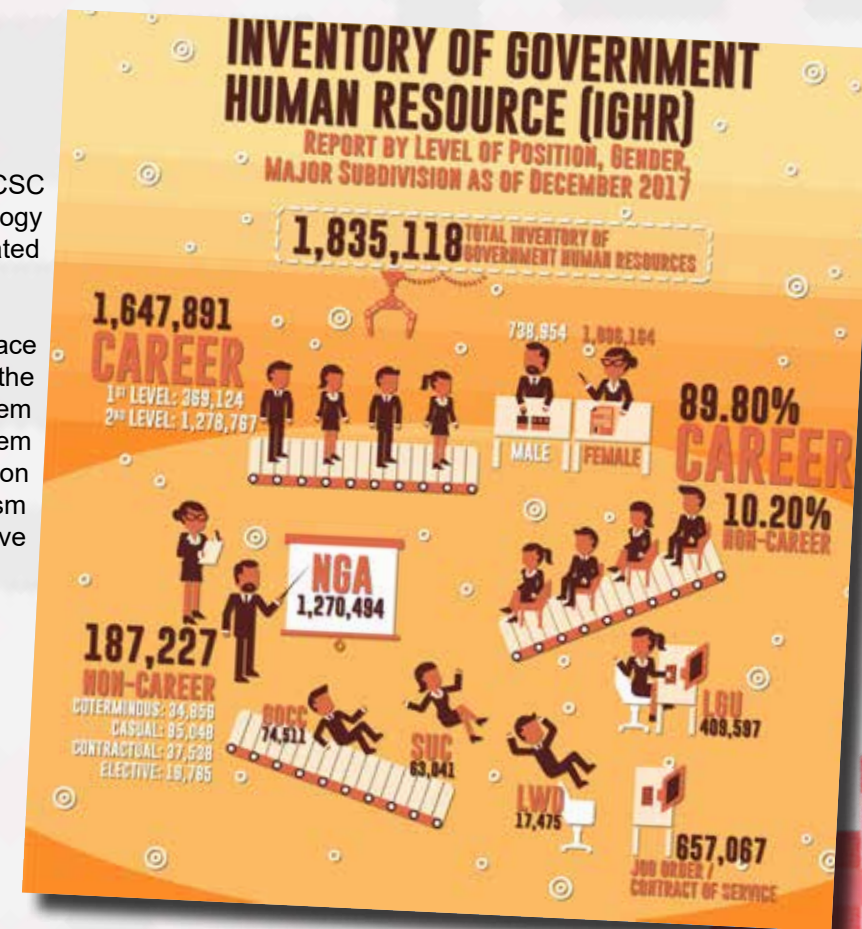


CSC RO X employees enjoy a game of big volleyball as a team building activity.

STRENGTHENED KNOWLEDGE MANAGEMENT AND ICT

To support implementation of its key programs, CSC harnesses information and communication technology specifically making use of the CSC Integrated Information System (CSC-IIS).

The CSC-IIS currently has five (5) projects in place which are continuously enhanced. These are the Inventory of Government Human Resource System (IGHRS), the Customer Relations Information System (CRIS), the Examination and Eligibility Information System (EXES), the Public Sector Unionism Information System (PSUIS), and the Administrative Justice Information System (AJIS).



Inventory of Government Human Resources System (IGHRS)

The IGHRS is a databank of all related HR information on the government workforce. Through this system, the CSC is able to generate and consolidate the IGHR, a statistical report on government workers, classified by major subdivision, level of position, geographical distribution, and gender. As of December 31, 2017, the Philippine government has a total of 1,835,141 human resources holding posts in national government agencies, local government units, state universities and colleges, government-owned and controlled corporations, and local water districts.

Career employees comprise 89.8% of the total population or 1,647,891, while non-career employees is at 187,250 or 10.2%. The career service is characterized by entrance based on merit and fitness determined as far as practicable by competitive examinations or based on highly technical

qualifications, opportunity for advancement and security of tenure. Of the total career employees, 77.60% or 1,278,767 individuals occupy second level positions, which cover both professional/technical and executive/managerial posts, while 22.40% or 369,124 people are in the first level or those in clerical, trades, crafts, and custodial service positions. Of the non-career employees, casual employees represent half of the population at 95,048 (50.77%), next is contractual at 37,538 (20.05%), followed by coterminous at 34,856 (18.62%), and elective at 19,312 (10.57%). The non-career service is characterized by entrance on bases other than those of the usual tests of merit and fitness, tenure which is limited to a period specified by law, or which is coterminous with the appointing authority or subject to his pleasure, or which is limited to the duration of a particular project for which purpose employment was made.

Table 11: IGHR By Level of Position, by Status of Appointment, by Major Subdivision, 2017

Major Subdivision	CAREER			NON-CAREER					Total
	1 st Level	2 nd Level	Sub-Total	Coterminous	Casual	Contractual	Elective	Sub-total	
NGA	145,619	1,077,234	1,222,853	20,094	20,094	22,592	473	47,641	1,270,494
GOCC	17,303	47,047	64,350	1,769	1,769	1,709	-	10,161	74,511
SUC	14,726	42,828	57,554	131	131	2,232	-	5,487	63,041
LWD	10,558	3,932	14,490	204	204	537	-	2,985	17,475
LGU	180,918	107,726	288,644	12,658	12,658	10,468	19,312	120,953	409,597
Total	369,124	1,278,767	1,647,891	34,856	34,856	37,538	19,785	187,227	1,835,118

Source: Integrated Records Management Office (IRMO)

On sex classification, there are more female employees in the career service across all regions, representing 61.66% or 1,016,073 out of 1,647,891 career employees. On the other hand, in the non-career service, the number of male employees is slightly higher at 107,136 (57.22%) compared to 80,091 female employees.

Based on geographical distribution, the biggest number of government workers are in the National Capital Region at 428,627 or 23.35% of the government workforce. On the other hand, the smallest number of government employees can be found in the Cordillera Administrative Region with a total of 48,703 or 2.65% of the government workforce.

Table 12: IGHR by Classification of Position, by Geographical Distribution, 2017

Region	CAREER*			NON-CAREER			Total
	Male	Female	Sub-Total	Male	Female	Sub-Total	
Region 01	28,601	47,577	76,178	5,955	3,000	8,955	85,133
Region 02	26,448	41,530	67,978	3,511	2,011	5,522	73,500
Region 03	48,627	89,000	137,627	7,864	5,489	13,353	150,980
Region 04	73,008	139,919	212,927	12,498	7,943	20,441	233,368
Region 05	28,106	60,654	88,760	3,655	2,294	5,949	94,709
Region 06	33,562	75,803	109,365	5,843	4,194	10,037	119,402
Region 07	29,462	48,573	78,035	7,512	4,389	11,901	89,936
Region 08	31,914	57,752	89,666	4,357	2,925	7,282	96,948
Region 09	23,739	32,324	56,063	2,617	1,962	4,579	60,642
Region 10	26,907	50,122	77,029	4,456	3,090	7,546	84,575
Region 11	24,591	42,702	67,293	3,890	2,430	6,320	73,613
Region 12	25,368	43,892	69,260	3,671	2,404	6,075	75,335
National Capital Region	172,743	197,611	370,354	31,351	26,922	58,273	428,627
Cordillera Administrative Region	18,129	27,244	45,373	2,174	1,156	3,330	48,703
Caraga Region	18,947	36,028	54,975	2,856	1,992	4,848	59,823
Autonomous Region in Muslim Mindanao	21,666	25,342	47,008	4,926	7,890	12,816	59,824
Total	631,818	1,016,073	1,647,891	107,136	80,091	187,227	1,835,118

*exclusive of 3rd level

Source: Integrated Records Management Office (IRMO)

The Contract of Service and Job Order workers in 2018 decreased from 660,390 to 657,067 individuals. The Local Government Units employ the highest number of COS and JOS at 457,079 or 69.56% of the total population.

Table 13: IGHR by Major Subdivision, by Geographical Distribution, 2017

Region	Contract of Service/Job Order					Total
	NGA	GOCC	SUC	LWD	LGU	
Region 01	3,058	425	1,418	391	18,501	23,793
Region 02	5,130	537	1,270	205	16,367	23,509
Region 03	7,932	1,997	2,787	884	36,175	49,775
Region 04	10,927	365	4,147	1,746	76,054	93,239
Region 05	6,239	361	1,691	748	32,411	41,450
Region 06	4,190	203	2,557	796	38,126	45,872
Region 07	4,507	2,466	2,595	331	38,319	48,218
Region 08	5,274	579	2,831	397	30,505	39,586
Region 09	5,144	340	1,289	548	15,492	22,813
Region 10	6,835	383	1,817	501	23,870	33,406
Region 11	7,614	473	690	836	33,357	42,970
Region 12	7,082	306	1,429	341	16,254	25,412
NCR	40,456	23,986	4,102	-	42,178	110,722
CAR	6,589	93	991	148	11,147	18,968
Caraga	5,664	400	711	328	21,066	28,169
ARMM	1,141	-	571	196	7,257	9,165
Total	127,782	32,914	30,896	8,396	457,079	657,067

To improve and strengthen the IGHR features and reporting capabilities, the IGHR version 2.0 (Civil Service Registry Module) was developed during the 2nd quarter of 2018. With this, the CSC can now collect data with more accuracy as the counting of the number of human resources will be sourced from the online Civil Service Registry, similar to the DBM's plantilla of personnel. The IGHR version 2.0 shall be used in collecting IGHR data with December 31, 2018 as cut-off date.

The new feature of the IGHR version 2.0 is the integration of the Plantilla module, which allows HRMOs to record, link and unlink, track changes/movements on both plantilla items and employee data. CSC's IRMO was equipped with the technical know-how to manage the system using the new module. The training enabled focal persons to cascade the system to agency HRM officers in their respective areas. To date, there are around 3,400 registered IGHR accounts.

Additional modules under development in 2018 include the e-APS or Electronic Appointment Processing System, a system that automates appointments processing in the government service. Real-environment testing on the e-APS was done in June 2018 to test if the system can handle the processes it was programmed to do, which is the online submission of appointments by the agency, and online attestation by the CSC through its regional and field offices.

The portal for job vacancies in the civil service has been fully implemented in all CSC regional offices in August 2018. There are more than 100,000 jobs posted in the CSC website.

ICT Projects under the Information Systems Strategic Plan (ISSP)

The CSC, through the Integrated Records Management Office, has finalized its three-year Information Systems Strategic Plan (ISSP) for 2018 to 2020. This plan aims to continuously improve the internal business processes of the CSC through the use of a reliable and cost-efficient ICT infrastructure, systems, and resources.

ICT projects initiated in 2018 include the Implementation of Voice over Internet Protocol (VOIP) across all CSC offices. VOIP serves as a local connection to and from CSC Central, Regional, and Field Offices using a real time two-way audio/video digital transmissions.

To fully support the integration and implementation of CSC Applications across the Central and Regional Offices, the CSC started the rehabilitation and upgrade of network infrastructure of CSC Regional Offices. Procurement of network-related infrastructure also began 2018.

The CSC also started revamping its website to comply with the Unified Web Content Policy (UWCP) of Department of Information and Communications Technology. The new website will be hosted under the DICT.

Knowledge Management

To strengthen the CSC's knowledge management (KM), and to establish baseline data in the number/percentage of KM products for Human Resource and Organization Development available in all CSC offices, an inventory of all CSC KM products was initiated. The inventory includes documents of practices, processes, strategies, systems, and initiatives that originated from CSC offices in the

form of manuals, publications, annual reports, policy issuances, handbooks, facilitator's guide, participants' workbook, coffee table books, documented events, and research outputs of CSC scholars such as thesis, re-entry action plan, portfolio, and the like.

A pre-work on the inventory of the CSC KM products was also conducted using as reference the CSC Files Classification Guide and the CSC Records Disposition Schedule, and other KM products available in the IRMO Records Center and Archives Division and the Human Resource Knowledge Center.

Record Services

The CSC is the repository of records of state employees and documents relating to the civil service. These documents include records on civil service eligibilities, service records and Commission issuances. In 2018, the CSC has served 176,405 requests for authenticated copies of records on civil service eligibilities, personnel records, CSC issuance, and SALNs. The Commission keeps the Statement of Assets, Liabilities and Net Worth of government officials and employees of departments, bureaus and agencies of the national government, including the judiciary, constitutional commissions and government-owned and controlled corporations as provided under the Code of Conduct and Ethical Standards for Public Officials and Employees (Republic Act No. 6713).

STEWARDSHIP OF RESOURCES

Stewardship of financial resources remains an integral part of the CSC's strategic objectives. In 2018, the CSC had an approved appropriations in the General Appropriations Act (GAA) amounting to P1.48 billion, inclusive of budget for Personnel Services of P1.06 billion, Maintenance and Other Operating Expenses (MOOE) amounting to P260 million, and a capital outlay of P155.8 million.

CSC prioritized the improvement of facilities to ensure that services are continuously provided to its clients. Projects sourced through the capital outlay include the construction of seven (7) Field Office buildings in Regions 2, 3, 4, 8, 11, CAR, and Caraga modularization of five (5) offices in Region 5, 6, 10, 11, and ARMM and two (2) Central Office offices; construction of building structures for CSC RO III and VIII; and implementation of the Information Systems Strategic Plan.

The Central Office's multi-purpose hall was also rehabilitated, supporting further the objective of promoting of health and wellness to its employees.



New CSC Region XII building inaugurated in December 2018 (FB, CSC Region 12)

CSC STAKEHOLDER ENGAGEMENT

In 2018, the CSC had an approved appropriations in the General Appropriations Act (GAA) amounting to P1.48 billion, inclusive of budget for Personnel Services of P1.06 billion, Maintenance and Other Operating Expenses (MOOE) amounting to P260 million, and sa capital outlay of P155.8 million.

With the capital outlay funding, the CSC prioritized its long term plan of improving its facilities to ensure that services are continuously provided to its clients in a proper and timely manner. Projects sourced through the capital outlay include the construction of seven (7) prototype Field Office buildings in Regions 2, 3, 4, 8, 11, CAR, and Caraga amounting to P5 million each; modularization of five (5) offices in Region 5, 6, 10, 11, and ARMM and two (2) Central Office offices; construction of Records building and improvement of the main building lobby, canteen, and elevator for the Resource Center; construction of building structures for CSC RO III and VIII; and implementation of the Information Systems Strategic Plan.



(from L to R)
CSC Chairperson
Alicia dela Rosa-
Bala, former CSC
Commissioner Robert
S. Martinez, and
CSC Commissioner
Leopoldo Roberto W.
Valderosa Jr. led the
inauguration of the
CSC's Field Office in
Palo, Leyte in January
2018.

CSC and the ASEAN

CSC and Social Responsibility
Pamanang *Lingkod Bayani*
Government Job Fair



CSC delegates to the Eastern Regional Conference Organization for Public Administration held in Bali, Indonesia on 16-20 September 2018. The conference theme was on Public Administration in Managing Global Megatrends: People, Public Services, Institutions, and Ethics. The conference was organized by the National Institute of Public Administration (Lembaga Administrasi Negara) and the EROPA.

CSC AND THE ASEAN

The CSC continued to foster cooperation with its neighbors in the Association of Southeast Asian Nations (ASEAN) and the rest of the world - exchanging information, experiences, and best practices towards enhanced civil service capability.

The CSC remained a force in the ASEAN Cooperation on Civil Service Matters (ACCSM), pushing forward with its agenda to establish the sectors' vital role in ASEAN Community building efforts following the signing of the Declaration on the Role of Civil Service as Catalyst for the Achievement of ASEAN Community Vision 2025 in 2017.

The CSC also sustained its participation in the Eastern Regional Conference Organization for Public Administration (EROPA).

Bilateral agreements with other countries on public sector HR exchanges were also pursued and are in the final stages of negotiations.



Representatives from the CSC were invited to attend the First Regional Workshop on the Development of ASEAN Guideline on Public Service Delivery organized by the Ministry of Civil Service of Cambodia in April 2018.



CSC officials and employees join the R.A.C.E. to SERVE Fun Run to promote health and camaraderie.

Building Malasakit: CSC and Social Responsibility

Building *malasakit* in governance is central to the CSC's role as an HR institution. Aside from contributing to the national goal of building a high-trust society, the CSC also exercises social responsibility as a means of bringing governance closer to the people. This is evident in many aspects of its programs, some of which are discussed below.

Pamanang Lingkod Bayani

The Civil Service Commission (CSC) not only rewards servant-heroes, it also makes sure that their families are taken care of.

Under the CSC's Honor Awards Program is the *Pamanang Lingkod Bayani* or PLBi, a tribute to government workers who died in the line of duty and the families they left behind. The PLBi has three (3) components, the *Pamanang Parangal sa Lingkod Bayani*, a posthumous award/citation in the form of a plaque signed by the CSC Chairperson, the *Pamanang Lingkod Bayani Iskolarsyip*,

a discount on tuition and school fees for three (3) immediate family members of state workers who died in the line of duty, and the *Pandong Pamanang Lingkod Bayani*, a one-time financial assistance to be determined by the PLBi Executive Committee and subject to the availability of funds. The implementing guidelines of the program are contained in CSC Resolution No. 1302553 dated November 29, 2013.

The R.A.C.E. to SERVE Fun Run has been the official kick-off activity of the Philippine Civil Service Anniversary (PCSA) since 2011. The CSC National Capital Region hosts the event.

To date, 126 beneficiaries have been awarded under the PLBi program. PLBi recipients include fallen forest rangers of the Department of Environment and Natural Resources, as well as uniformed and civilian personnel who perished in rescue efforts during super typhoon Yolanda in 2013.

Since its implementation in 2011, the CSC has given Php12.11 million worth of financial assistance and scholarship opportunities for the loved ones of fallen servant-heroes. The PLBi is funded by the yearly conduct

Government Job Fair

The Civil Service Commission enhanced the line up of Philippine Civil Service Anniversary activities in 2018 by including a job fair for those who wish to join government service. The CSC provided a venue for the public to start a career in government, whether they are new graduates,

of the R.A.C.E. to SERVE Fun Run as the official kick off activity of the Philippine Civil Service Anniversary. Thousands of participants join the Fun Run, and proceeds from the registration fee are remitted to the PLBi Fund.

seeking for promotion or other opportunities, or currently employed or under Contract of Service or Job Order.

A total of 15,109 vacancies were offered by 30 participating agencies during the Government Job Fair held at the SM City North Edsa Skydome from September 26 to 27, 2018. The event was co-organized by the CSC's Examination, Recruitment, and Placement Office and the CSC National Capital Region (NCR). The Job Fair attracted 3,836 job seekers from NCR, 46% of which were males, 54% females, and 2% persons with disability.



Job Fair applicants fill out forms during registration.



CSC Chairperson Bala shakes hand with DOLE Secretary Bello during the MOA signing.

Participating employers for the said Job Fair included the following:

- Amang Rodriguez Memorial Medical Center
- Bureau of Customs, Bureau of Fire Protection
- Bureau of Internal Revenue, Bureau of Jail Management and Penology
- Commission on Audit
- Department of Health
- Department of Labor and Employment
- Department of Social Welfare and Development
- Development Bank of the Philippines
- Dr. Jose Fabella Memorial Hospital
- East Avenue Medical Center
- Jose R. Reyes Memorial Medical Center
- National Center for Mental Health
- National Children's Hospital
- National Kidney and Transplant Institute
- National Orthopedic Center
- PAGASA
- Philippine Heart Center
- Philippine State College of Aeronautics
- Public-Private Partnership Center

- Rizal Medical Center
- San Lazaro Hospital
- Senate Electoral Tribunal
- Technical Education and Skills Development Authority
- Tondo Medical Center

The following agencies served as partners of the CSC in conducting the event:

- Public Employment Service Office – Quezon City
- PhilHealth (One-Stop Shop)
- Pag-IBIG (One-Stop Shop)
- DOLE Bureau of Local Employment
- DOLE NCR
- DOLE NCR QC Field Office

- Local Government of Quezon City
- Philippine Red Cross
- Land Transportation Office – NCR

Twelve (12) CSC ROs, in particular Regional Offices II, III, IV, V, VI, VII, VIII, IX, X, XI, XII, and CAR, also conducted the Government Job Fair in their respective regions on various dates within September. The job fair was a good mechanism to establish a registry of eligibles available for government service, and to bring public sector head hunters closer to job seekers.

Building a Gender-Responsive Government

The CSC has been at the forefront of gender mainstreaming under the Gender and Development (GAD) perspective. Over the years, it has crafted policies and initiated programs that integrate the GAD perspective, including anti-sexual harassment policies, anti-violence against women and their children (VAWC) mechanism, equal employment principles, gender fair language, and gender responsive human resource (HR) management systems.

In 2018, the Commission through the Office for Human Resource Management and Development (OHRMD) underwent the Gender Mainstreaming Evaluation Framework (GMEF) Assessment with the Philippine Commission on Women (PCW) to assess the level of

gender mainstreaming at the Commission in 2017. As a result of the initial assessment, the CSC has garnered an overall score of 86.75, which corresponds to Level 4 or Gender and Development (GAD) Commitment Enhancement and Institutionalization. The result of the said assessment highlights the CSC's progress on GM, as well as the gaps that will assist the organization to appropriately respond to the needs of gender equality and women empowerment. With regard to the overall progress achieved, the CSC relatively demonstrated a good standing on three GMEF entry points, namely, Policy, People, and Programs, Activities, and Projects (PAPs).



CSC officials and employees displayed placards to express support to workforce diversity and inclusivity during the Women's Month launch in March 2018.

The CSC was able to sustain its initiatives resulting to several issuances that support institutional mechanisms in advocating GAD.

Annually, the CSC issues Circulars announcing national and internal commemoration of Women's Month and 18-day Campaign to End VAWC, along with official statements of the Commission members enjoining the participation of civil servants. The CSC also ensures the constant application of CSC MC No. 12, s. 2005 or the use of non-sexist language in all official documents, communications, and issuances. In addition, top management implemented policies and programs supporting the appointment of qualified women to leadership positions by carrying out competency-based HR systems, such as the Enhanced Competency-based Recruitment, Promotion, and Placement (ECRPP) and the Competency-based Learning and Development Management System (CBLDMS).

Top management allowed all key officials, GAD Focal Point System (GFPS) members, and employees to participate in various advocacy initiatives, such as representing the CSC in bodies like the Inter-Agency Council on Violence against Women and their Children (IACVAWC), as well as in Regional Development Councils in the regions. Alongside these initiatives were GAD-related trainings and workshops, which ensure that every CSC employee is capacitated on GAD.

Moreover, gender mainstreaming has been consistently promoted in the Commission through institutionalizing the collection of sex-disaggregated data in various programs, including the Career Service Examinations, Honor Awards Program (HAP), public sector unionism, and sexual harassment cases. GAD Analysis Tools, such as the Harmonized GAD Guidelines (HGDG), were also applied on major programs like the HAP, CBLDMS, Integrated Anti-Red Tape Act or iARTA. This assists the CSC in formulating strategies that would enhance its GAD efforts.



CSC Chairperson Alicia dela Rosa-Bala led the commitment signing to ensure a violence against women and their children-free bureaucracy starting with the CSC, in November 2018.

Special Treats for Government Workers

In celebration of the 118th Philippine Civil Service Anniversary, government workers were treated to discounts and freebies from various establishments from September onwards. The CSC Office for Finance and Assets Management took the lead in coordinating with the partners.

One of the highlights this year is the Memorandum of Agreement signing between the CSC and Enchanted Kingdom, with the latter providing a special discounted

package for government employees and free entrance tickets to CSC's 2018 PRAISE awardees.

CSC thanks its partners from the private sector: Ace Water Spa, Amazing Touch, Enchanted Kingdom, Hotel H2O, Ideal Vision, Inkrite, Manila Ocean Park, Ramada Manila, SM Advantage, SM Appliances, SM Department Store, Star City, and Western Appliances. Their generous exclusive offers for government workers made the celebration more enjoyable for our government workers.



CSC Chairperson Alicia dela Rosa-Bala sign a MOA with Enchanted Kingdom officials for the provision of special discounts for government employees in celebration of the 118th Philippine Civil Service Anniversary.



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National Council on Disability Affairs
Occupational Safety & Health Center
Office of the Ombudsman
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Institute for Labor Studies
Insurance Commission
Intramuros Administration
Land Bank of the Philippines
Maritime Industry Authority
National Archives of the Philippines
National Conciliation and Mediation Board
National Historical Commission of the Philippines
National Parks Development Committee
National Wages and Productivity Commission

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Bases Conversion Development Authority
Board of Investments
Cagayan Economic Zone Authority
Credit Information Corporation
Construction Industry Authority of the Philippines
Construction Manpower Development Foundation
Department of Energy
Department of Tourism – CO & NCR
Department of Trade and Industry – CO
Department of Trade and Industry – NCR
Development Bank of the Philippines
Employees Compensation Commission
Film Development Council of the Philippines
Games and Amusement Board
Governance Commission for GOCC (GCG)
Home Development Mutual Fund
Home Guaranty Corporation
Housing & Urban Development Coordinating Council (HUDCC)
Intellectual Property Office
National Development Company
National Home Mortgage Finance Corporation
National Livelihood Development Corporation
National Mapping and Resource Information Authority
National Police Commission – CO
Office of the Solicitor General
Philippine Deposit Insurance Corporation
Philippine Institute for Development Studies
Philippine International Trading Corporation
Philippine Merchant Marine Academy
Philippine National Oil Company
Philippine Racing Commission
Philippine Reclamation Authority
Philippine Retirement Authority
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Small Business Corporation (formerly SBGFC)
Trade and Investment Development Corp of the Philippines (PhilExim)
Tourism Infrastructure and Enterprise Zone Authority

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Department of Foreign Affairs
Division of City Schools - Pasay City
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Government Service Insurance System
Light Rail Transit Authority
Office of the Vice-President
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Bureau of Jail Management & Penology – NHQ
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Department of the Interior & Local Government - CO
Department of the Interior & Local Government – NCR
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Land Transportation Franchising and Regulatory Board – NCR
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Lung Center of the Philippines
National Commission on Muslims Filipino
National Electrification Administration
National Irrigation Administration
National Kidney & Transplant Institute
National Security Council
National Water Resources Board
Office of the Government Corporate Counsel
Parole & Probation Administration – CO
Parole & Probation Administration – NCR
Philippine Crop Insurance Corporation
Philippine Heart Center
Philippine National Volunteer Service Coordinating Agency
Public Attorney's Office - CO & NCR
Social Security System
Tariff Commission
National Intelligence Coordinating Agency

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AFP Philippine Air Force
AFP Philippine Army

AFP Philippine Military Academy
AFP Philippine Navy
Agricultural Credit Policy Council
CGO - San Juan
Department of National Defense
Department of Transportation
Development Academy of the Philippines
Division of City Schools - San Juan
Energy Regulatory Commission
Metro Rail Transit III
National Defense College of the Philippines
National Economic and Development Authority
Office for Civil Defense
Office for Transportation Security
Office of the Presidential Adviser on the Peace Process
Philippine Competition Commission
Philippine Coast Guard – Civilian
Philippine Overseas Employment Administration
Philippine Veterans Affairs Office
Presidential Commission on Good Government
Securities and Exchange Commission
The Government Arsenal
Toll Regulatory Board
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Jose R. Reyes Memorial Medical Center
Las Piñas General Hospital and Satellite Trauma Center
National Children’s Hospital
Philippine Institute for Traditional & Alternative Healthcare
Philippine Orthopedic Center
Quirino Memorial Medical Center
Rizal Medical Center
San Lazaro Hospital
San Lorenzo Ruiz Women’s Hospital
Tondo Medical Center
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CGO – Malabon
CGO – Navotas
CGO – Valenzuela
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Division of City Schools – Malabon
Division of City Schools - Navotas
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Department of Science & Technology – CO
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Division of City Schools - Taguig & Pateros
Food & Nutrition Research Institute
Forest Products Research and Development Institute
Industrial Technology Development Institute
Metal Industry Research and Development Center
Municipal Government of Pateros
National Academy of Science and Technology
National Nutrition Council
National Research Council of the Philippines
Philippine Council for Agriculture, Aquatic and Natural Resources Research
and Development
Philippine Council for Health Research & Development
Philippine Council for Industry, Energy and Emerging Technology Research
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PNP NCRPO
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Department of Public Works and Highways – CO
Department of Public Works and Highways – NCR
Department of Public Works and Highways - Road Board
Lands Management Bureau
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CGO – Manila
Court of Appeals
Court of Tax Appeals
Department of Justice
Division of City Schools – Manila
National Bureau of Investigation
Pamantasan ng Lungsod ng Maynila
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Climate Change Commission
Commission on the Filipino Language
Cooperative Development Authority
Council for the Welfare of Children
DBM - Procurement Service
Department of Budget and Management – CO
Department of Budget and Management – NCR
Department of Social Welfare and Development - NCR

Eulogio “Amang” Rodriguez Institute of Science & Technology
Movie and TV Review and Classification Board
National Anti-Poverty Commission
National Commission for Culture and the Arts
National Labor Relations Commission
National Printing Office
National Tobacco Administration
National Youth Commission
News and Information Bureau
Office of the President
Optical Media Board
Pasig River Rehabilitation Commission
Philippine Commission on Women
Polytechnic University of the Philippines
Presidential Broadcast Staff (RTVM)
Presidential Commission for the Urban Poor
National Privacy Commission
Presidential Communications Operations Office
Presidential Legislative Liaison Office
Presidential Management Staff
Professional Regulation Commission
Philippine Statistical Authority
Bureau of Agricultural Statistics
National Statistics Office
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National Commission on Indigenous People
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Pamantasan ng Lungsod ng Marikina
Commission on Higher Education – CO
Commission on Higher Education -NCR
Commission on Human Rights
Division of City Schools – Marikina
Department of Information and Communication Technology
Local Water Utilities Administration
Marikina Polytechnic College
Metropolitan Waterworks & Sewerage System - Corporate Office
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National Book Development Board
Philippine Center for Economic Development
Philippine Institute of Volcanology and Seismology
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Bureau of Agricultural Research
Bureau of Animal Industry
Bureau of Fisheries & Aquatic Resources
Bureau of Soils & Water Management
Department of Agrarian Reform
Department of Agriculture
Philippine Fiber Industry Development Authority
National Dairy Authority
National Food Authority - CO & NCR
National Meat Inspection Service
Office of Transportation Cooperatives
Fertilizer & Pesticide Authority
Philippine Carabao Center
Philippine Coconut Authority - CO & IV B
Philippine Council on Agriculture and Fisheries
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Environmental Management Bureau – CO
Environmental Management Bureau - NCR
Forest Management Bureau
Laguna Lake Development Authority
Mines and Geosciences Bureau
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CGO - Parañaque
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Division of City Schools - Las Piñas
Division of City Schools - Muntinlupa
Division of City Schools - Parañaque
Duty Free Philippines
Food and Drugs Administration
Manila International Airport Authority
Philippine Aerospace Development Corporation
Philippine State College of Aeronautics
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