

THE CIVIL SERVICE REPORTER

GAWING LINGKOD BAYANI ANG BAWAT KAWANI

Volume 58 No.3

3rd Quarter 2017 Issue

PHILIPPINE CIVIL SERVICE ANNIVERSARY

TUGON SA HAMON NG PAGBABAGO:
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**BRIDGING THE PRESIDENCY
CLOSER TO THE PEOPLE**

CSC Chairperson Alicia dela Rosa-Bala (1st row, 5th from L) and GSIS Chairperson (and former CSC Chairperson) (4th from R) Francisco T. Duque III lead other CSC and government officials at the fun run's starting line.



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PUBLIC DOMAIN

Dial 8888

For years, there has been a central number we could dial if we wanted to order pizza and burger. But what if we want to order a solution to our government transaction-related problems? Enter Hotline 8888, the go-to number for the public when they have any complaints on the service they received from government frontline services. We share with you success stories of people who "ordered" solutions, and got their "deliveries":

CONCERNED AGENCY: SOCIAL SECURITY SYSTEM TICKET NO.: IRN0184257

"Noong June 29, 2017, pumunta kami sa SSS Caloocan branch para mag-process sana ng Death and Burial Claim ng asawa ko. Pero hindi iyon na-process dahil sa record ng asawa ko, may lumabas na same na pangalan pero magkaibang SSS number. Ang isa ay may hulog pero ang isa ay wala. Pinag-submit nila kami ng documents para i-clear muna nila ang record ng asawa ko. Hanggang ngayon kasi ay sinabi ng SSS Main Office na wala pa raw na-forward na documents ang Caloocan branch."

"This has reference to the complaint by [client] regarding funeral benefit of above cited member, coursed through the Contact Center ng Bayan CCB, which we received on August 16, 2017. Please be informed that the multiple SS number of deceased member was already cancelled today at about 12:04 p.m. by Pasig Processing Center. Claimant was already informed through phone to file her funeral claim application."

"August 14 ay tumawag ako sa inyo para sa concern ko sa SSS. Kahapon ay tinawagan na nila ako kaya nagpapasalamat lang ako dahil naaksyunan na ang concern ko. Maraming salamat sa inyo."



CONCERNED AGENCY: HOME DEVELOPMENT MUTUAL FUND TICKET NO.: IRN0181590

"Ang tagal na ng provident benefit claim ko at nakailang follow up na ako sa kanila, wala naman silang maisagot. Two months na ito, wala pa rin. Tumawag na ako sa hotline nila for verification pa rin. Sana matulungan niyo ako sa concern kong ito."

"Minamahal na [kliyente], magandang araw po. Natanggap po namin ang inyong liham (Ticket No. IRN 0181590) na nagtatanong tungkol sa status ng inyong Retirement Claim na ipinasa dito sa aming tanggapan. Nais po naming ipaalam sa inyo na ang nasabing Retirement Claim ay mayroon nang Tseke No. 84672 at maaari nang kunin dito sa aming tanggapan na matatagpuan sa 3rd floor, Gate 3, Plaza Mall, Lawton Avenue corner Juliano Street, Western Bicutan, Taguig City, Lunes hangang Biyernes mula 8:00 ng umaga hanggang 5:00 ng hapon. Magdala lamang po kayo ng dalawang (2) pangunahing identification cards na kinakailangan upang makuha ang nasabing tseke. Sana po ay napaliwanagan namin kayo hinggil sa inyong katanungan. Para sa karagdagang impormasyon, maaari po kayong makipag-ugnayan kay Ginang Shirley B. Espina sa telepono 422-3000 local 5818."

"Gusto ko lang sabihin sa inyo na nakuha ko na ang claim ko sa HDMF. Gusto ko lang magpasalamat nang marami."



Hotline 8888 is hosted by the CSC's Contact Center ng Bayan (CCB) facility. CCB was established in 2012 and has since catered to citizens' concerns related to violations of the Anti-Red Tape Act (ARTA).

The CSC thanks all Filipino citizens for the trust and encouragement to continue providing quality public service. Without you, CCB won't acquire the necessary experience to improve its services and be more equipped to help clients. Now, CCB lends its service to the Office of the President to strengthen the government's fight against red tape.

FROM THE CHAIRPERSON'S DESK

#MALASAKITPAMORE

Happy 117th Philippine Civil Service Anniversary (PCSA)!

It was indeed a busy month for the Civil Service Commission (CSC) and the rest of the bureaucracy as we commemorated the birth of the Philippine civil service. Our theme for this year is *"Tugon sa Hamon ng Pagbabago: Malasakit ng Lingkod Bayani,"* highlighting the need for *malasakit* in upholding public service excellence.

We kicked off the anniversary celebration with the R.A.C.E. to Serve Fun Run. The CSC is grateful for the support of thousands of runners last September 3 at the Quirino Grandstand and other regional venues nationwide. Not only did they show *malasakit* for health and wellness, but also for our fallen servant-heroes. Proceeds from the fun run go to the *Pamanang Lingkod Bayani* or PLBi program, honoring civil servants who died in the line of duty with recognition rites, scholarship opportunities for immediate family members, and a one-time financial assistance of PHP100,000.00.

Read all about the PCSA happenings during the fun run and the 2017 Government Choral Competition on pages 10 to 15.

This issue also features notes from the 2017 Public Sector Human Resource Symposium held last July. We are proud to have held the HR Symposium for the fifth time, with a roster of local and international experts who shared global trends in the field of human resource.

As the anniversary celebration ended, let me once again invite everyone to use #malasakitpamore in any posts in social media to continue promoting *malasakit* among government workers. After all, this is what we are here for—to serve Filipinos.

Happy reading!


ALICIA dela ROSA-BALA
Chairperson

THE CIVIL SERVICE REPORTER

GAWING LINGKOD BAYANI ANG BAWAT KAWANI



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The *CS Reporter* is produced by the Publications and Media Relations Division - Public Assistance and Information Office of the Civil Service Commission.

Comments and suggestions on the newsletter as well as articles and other manuscripts for consideration in future publications are welcome.

Contributions must be submitted to the *CS Reporter*, Civil Service Commission, Constitution Hills, Diliman, Quezon City, with telephone number 931-4180, email address: csc.pmr@gmail.com.

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DEKADA NA ANG ARTA

SERIES (PART 3 OF 4)

MAKING EXCELLENCE THE

The second issue in the Dekada na ang ARTA series highlighted the various components of the Integrated Anti-Red Tape Act (iARTA) Program. iARTA unifies and rationalizes various initiatives or projects under the ARTA umbrella, intent on creating a mindset that the transacting public can expect excellence as the norm rather than the exception in public service delivery.

This integration of the various programs under ARTA has proven to be effective in curbing red tape and corruption. For instance, the Citizen's Charter serves as the public's guide on particular services offered by government offices. On the other hand, the Contact Center ng Bayan or CCB, which currently services the Citizens' Complaints Hotline 8888 also known as the President's Hotline, is the helpline through which the public can report day-to-day concerns such as delays in the release of pension, laborious processes in renewing licenses, presence of fixers, discourteous staff and lengthy procedures. The conduct of the Report Card Survey (RCS) maximizes participation by collecting citizen feedback and translating these into information used for the improvement of services of government agencies.

For this issue, we will go over stories and actual testimonies crediting ARTA for spurring institutional and individual efficiency and for enjoining government offices to check their responsiveness levels and factor in the capability of their people to perform their functions.

In a study* commissioned by USAID-Integrity for Investments Initiative (i3), behavioral changes of employees, physical improvements in different government offices, and reduction in red tape were attributed to the implementation of ARTA.

According to the report, behavioral changes were observed in government workers because knowledge of ARTA kept them on their toes and they do their best to comply with posted service standards. The RCS and the CCB, for instance, have provided the critical push for agencies to review and improve their services, knowing that the CSC is listening to actual feedback from citizens. Some, like the Social Security System (SSS), have included ARTA metrics in their internal performance management systems, which in turn have become the basis for the grant of bonuses and promotion.

One notable story was received by the CCB over the course of handling Hotline 8888.

SSS KABALIKAT LABAN SA REDTAPE

For almost a year, the retirement claim of Ms. Olivia F. Ocalinas has been pending with the Social Security System's (SSS) Iligan City Branch. Her son, Kevin, shared that they filed for the processing of the claim on May 6, 2016, submitting all the required documents. However, months passed without receiving any update from SSS, prompting them to explore other means to have their request acted on. He lamented, "They can't even provide a specific timeframe on the release of the claim. *Hindi ba nila maaaring madaliin ito? Gusto kong malaman kung kailan nila ire-release ito sa SSS Iligan.*"

On February 23, 2017, Kevin decided to call Hotline 8888. Part of the transcription of the conversation read, "*Gusto ko pong humingi ng tulong na makuha ang retirement claim ng nanay ko dahil May 2016 pa kami nagpasa ng mga requirements sa SSS Iligan City, hanggang ngayon ay wala pa rin ito.* They need to work on this immediately."

*Study entitled Enhancing the Anti-Red Tape Act Report Card Survey, submitted to the CSC on April 30, 2015

NORM IN PUBLIC SERVICE

After endorsing the concern to SSS, Hotline 8888 received a letter dated April 27, 2017 from Department Manager III Fernando F. Nicolas of the Member Communications and Assistance Department. The letter states that SSS records show that the retirement claim of the member was settled on March 31, 2017, and that the initial 18-month pension can be withdrawn on or after April 20, 2017 from the pensioner's designated bank.

The contents of the letter-reply of SSS was relayed to Kevin and on May 3, 2017, Hotline 8888 received this message: "I just want to say thank you sa inyong lahat especially sa mga nakausap ko for handling the SSS concern ng mother ko. Na-process lang talaga siya noong tumawag ako sa inyo. The reason of my call is to say thank you. You don't know how happy my mom is for getting her retirement benefits. Parang nabunutan ako ng tinik kasi I'm having anxiety about it, and finally solved na. I'm really thankful sa mga tulong ninyo. I hope *na galingan pa ninyo*. Sorry, *lalo na doon sa mga nakausap ko*, I apologize *sa pagtataas ko ng boses*."

SSS announced that the management is looking at ways to streamline procedures and reduce the number of documentary requirements, preventing fraudulent claims. SSS' priority is the automation of systems to speed up the processing of benefit claims, loans, and other member transactions.

RCS FINDINGS AS BASIS FOR IMPROVEMENT OF FACILITIES

Results of the ARTA-RCS served as basis for the agencies to improve their facilities. For instance, close circuit television sets (CCTVs) have been added to Land Transportation Office branches prone to reports of fixing. Other physical improvements include clean comfort rooms, comfortable waiting areas, and bigger office spaces.

An actual commendation was received on the service

experienced by Smile Francisco-Caamud, captured on her post on the CSC's Facebook page:

"Hi CSC, this is to let you know about the extraordinary service I experienced last July 31 at LTO Muntinlupa Extension Office (Tunasan). They truly deserve a commendation.

Procedure requires that I personally talk to the Chief but he was in the regional office. Sir Jeorgeson Unlayao from Window 1 profusely apologized for not being able to complete the process same day and he got our number instead so he can advise us when we can go back. True to his words, he updated us when their Chief returned to the office. Chief Frederick Ubaldo was responsive and efficient. He speaks to everyone with enthusiasm. He accommodates everyone and even prepared the appropriate affidavit for my concerns himself. He is truly a man of service.

Shout out to Mr. Omar Gaviola too, the person right outside Chief Ubaldo's office who has been consistent in providing updates even without me following up.

REPORT CARD SURVEY

- EXCELLENT
- OUTSTANDING
- GOOD
- ACCEPTABLE
- FAILED

Keep it up, Team LTO Muntinlupa Ext Office! I am a fan of the quality of service you provide. Thank you for all that you do! You got a winning team there. Recognizing them and replicating their best practices would definitely make every Juan smile."

REDUCTION OF RED TAPE

RCS paved the way for the review of agency frontline service delivery, streamlining of documentary requirements, and shortening of processing time.

Another good vibes testament was from Princess A. Samiano who shared 66 her experience in getting her National Bureau of Investigation clearance last June. According to her, "*Natuwa ako at ang laki na ng ipinagbago ng paraan ng pagbibigay serbisyo. Mabilis na ang proseso, maayos ang mga empleyado at kumportable ang lugar kung saan ako pumila. Ang mga guwardiya ay tumutulong din sa pagsasaayos ng*

proseso. Magagalang sila, kalmado, at sila pa ang unang nag-a-assist sa mga tao. Ang mga empleyado ay pawang nakangiti habang inaasikasako ang mga katulad ko. Nakakatuwa nang makipag-transact sa gobyerno kung ganito ang sistema.”

These improvements are relevant to citizens and businesses alike. These ensure that official documents and paper needed and requests for assistance/services are accessed efficiently. The reduction in bureaucratic red tape has an impact on the government’s fight against corruption especially on the imposition of additional costs in transactions.

iARTA prompted behavioral change among government workers, pushed for physical improvements in service offices, and paving the way for the adoption of practical strategies to improve service delivery such as using technology to automate systems. Some have said that it would take a lifetime before the government can eliminate red tape. Significant changes have been noted however in the way government delivers services to the people. The process may be likened to building a structure one brick at a time, but in time, iARTA will change the kind of public service from “*puwede na*” to something that is truly remarkable and delightful to those who are at the receiving end.

KUMUSTA, AHENSYA? CSC VISITS AGENCIES TO CHECK ARTA PERFORMANCE

The Civil Service Commission (CSC), led by Chairperson Alicia dela-Rosa Bala, met with top officials of the Bureau of Internal Revenue, Land Transportation Office, and Land Registration Authority on August 17, 2017 to discuss human resource (HR) programs and performance.

Assistant Commissioner for Legal Affairs Ariel Ronquillo, Public Assistance and Information Office Director IV Maria Luisa Salonga-Agamata, CSC NCR Field Directors Claudia A. Tan and Cecilia C. Villafuerte joined Chair Bala in the meetings. Discussions between the CSC and the agencies were on the agency’s (1) PRIME-HRM maturity level, (2) performance management system, (3) compliance with civil service rules, (4) state of public sector unionism, (5) result of the Report Card Survey and feedback received via Hotline 8888, and (6) smoking prohibition.

More agencies are scheduled to be visited in the coming months.



CSC Chairperson Bala discusses Land Registration Authority's performance according to their scorecard.



A team from Bureau of Internal Revenue Central Office sits down with the CSC to tackle ARTA performance and possible improvements.



Land Transportation Office and CSC work together to come up with strategies for client satisfaction.

ARTA CARAVAN GOES TO JAPAN

On September 30, the CSC held the first ever Anti Red Tape Act (ARTA) Caravan outside the country.

This was a response to the invitation of the Embassy of the Republic of the Philippines at Tokyo, Japan to hold a “mini” ARTA Caravan during the 2017 Philippine Festival at Hibiya Park.

Through the ARTA Caravan, Filipinos in Japan were able to access the frontline services of the Social Security System, Pagibig Fund, and PhilHealth. Although only three (3) agencies were able to join the mini caravan, Filipinos still enjoyed having government frontline services right there at the Festival for their convenience.

CSC Regional Office XI Director III Cyril Nathan SM. Eamiguel served as representative of the Commission during the opening program. In his message, he talked about the Dekada na ang ARTA campaign held throughout the year to mark 10 years of the ARTA implementation. “To our dear OFWs, we hope that you would get the most out of the ARTA Caravan. We in the government are doing our best to improve our public service—consider this as a step towards that. We are willing to reach out to you and listen also to your concerns in government frontline service delivery,” he said. “The CSC continues to advance its thrust against red tape through the implementation of the ARTA. It has always been a challenging road for all of us in the civil service, yet we continue to strive harder each passing year because we believe in the greater prize that is yet to come—a red tape-free public service for all Filipinos.



Clients are provided frontline service in every booth.



All set up. Booths at the Mini-Caravan are equipped, just like what people would find at an actual frontline desk.



Filipinos in Japan line up for consultation and other services.



Philippine representatives take a photo by the Philhealth desk.



Hibiya Park, Tokyo gets a taste of Filipino public service.



All smiles. Frontline service providers are ready to serve.

DEKADA NA ANG ARTA

FUN RUN KICKS OFF ANNIVERSARY MONTH



Around 19,000 runners gather for the annual R.A.C.E. to Serve Fun Run in celebration of the 117th Philippine Civil Service Anniversary. Their yearly support continues to benefit the Pamanang Lingkod Bayani program of the CSC.

Manila - The R.A.C.E. to Serve Fun Run officially commenced the 117th Philippine Civil Service Anniversary (PCSA) spearheaded by the Civil Service Commission (CSC).

Around 19,000 runners, mostly government workers, signed up for the 3K, 5K, and 10K categories of the 2017 fun run held at the Quirino Grandstand. CSC Regional Offices also held simultaneous fun runs nationwide (see page 12).

For the 10K women's category, Ruffa Sorongon bagged the first place, followed by Maria Lyca B. Sarmiento and Maricar Camacho in second and third places, respectively. For the 10K men's category, Junel Gobotia was proclaimed the winner, followed by Rique Trupa and Rowel Galvero.

For the 5K women's category, Joneza Mie Sustituedo emerged as the fastest runner, followed by Joida Gagnao and Cherry Doronila in second and third places, respectively. Joemarie Jovelo won the 5k men's category, while Kevin Capangpangan was announced as the second place winner and Kurt Jomar Lamparas the third place winner.

Lastly, for the 3K women's category, Thalia S. Garcia (Division of City Schools Malabon) was announced as the first place

winner, followed by Remalie Jane Magallanes (Division of City Schools Malabon) and July Ann Menor (Philippine National Police-Department of Science and Technology Collaboration) in second and third places, respectively. Meanwhile, Gilbert Rutaquio dominated the 3K men's category, while Philip John Gongob and Ronill Oranda followed in second and third places, respectively.

The CSC National Capital Region (CSC-NCR), headed by Director IV Judith Dongallo-Chicano, organized this year's Fun Run, with the support of its sponsors, Pag-IBIG Fund, Social Security System, Maynilad, and the Government Service Insurance System.

The Fun Run has served as a yearly gathering of civil servants to promote camaraderie and healthy competition among participants.

CSC Regional Offices also conducted fun runs in their respective regions on the same date.

#malasakitpamore

Now on its seventh year, the R.A.C.E. to Serve Fun Run was held September 3, 5:00 a.m., at the Quirino Grandstand,

PCSA HIGHLIGHTS



Commissioner Robert S. Martinez (rightmost) and CSC NCR Director IV Judith Dongallo-Chicano (leftmost) hand the certificate to the fastest runners in the 3K female and male categories.



CSC Commissioner Leopoldo Roberto W. Valderosa Jr. (left photo) presents the certificate for the 5K women's first placer, while DOH Assistant Secretary and Official Spokesperson Dr. Eric Tayag (right photo) congratulates the first place winner of the 5K men's category.



CSC Chairperson Alicia dela Rosa-Bala (right photo, 2nd from R) leads other CSC officials in handing certificates to the winners of the 10K men's and women's categories.


Manila. The yearly event gathers civil servants in support of the Pamanang Lingkod Bayani or PLBi.

PLBi is a program honoring public servants who died in the line of duty. It 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 scholarship program implemented through a Memorandum of Agreement between CSC and the Philippine Association of State Universities and Colleges (PASUC) offering a discount on tuition and school fees on baccalaureate, masters, or doctorate degrees for three (3) immediate family members of the *lingkod bayani* in any of PASUC's 111 member institutions nationwide; and the *Pondong Pamanang Lingkod Bayani*, a one-time financial assistance to be determined by the PLBi Executive Committee and subject to the availability of funds. CSC grants cash incentives of Php100,000 each to the families left behind. Proceeds from the fun run are turned over

to the PLBi fund.

PLBi recipients include 44 members of Philippine National Police Special Action Force who were killed during an armed encounter in January 2015 in Mamasapano, Maguindanao, as well as uniformed and civilian personnel who perished on rescue efforts during Typhoon Yolanda in 2013.

Since the implementation of the PLBi program in 2011 until August 2017, the CSC has given P13.4 million worth of financial assistance, as well as scholarship opportunities to the loved ones they left behind.

The theme of the 2017 PCSA is *Tugon sa Hamon ng Pagbabago: Malasakit ng Lingkod Bayani*. Runners were encouraged to use #malasakitpamore when posting fun run photos to bring attention to the fun run's cause. 



RO III
Runners from Region III gather at the Freedom Park in Cabanutan City, Nueva Ecija for the fun run.



RO VI
CSC RO VI holds its regional awards rites at the SM City Activity Center in Iloilo City on September 7.

RO VII Below: (1) Civil servants eagerly participate in a trivia game during the unified flag ceremony at the government; (2) CSC Chairperson Alicia dela Rosa-Bala is welcomed to the 1st Bohol HR Summit.



Above: Fun run winners pose for their photo op at Camp Lapu-lapu, Cebu City.
Left: Employees do a coastal cleanup drive at the South Road Properties shoreline.

1

2



(1) Hundreds of government officials and employees within Region XII participated in the Zumba Marathon on September 4, 2017 at the Cotabato City State Polytechnic College. **(2)** Different agencies joined the tree planting activity at Barangay Dimapatoy, Datu Odin Sinsuat, Maguindanao on September 15, 2017.

(3) Armed Forces of the Philippines' Central Command contingent joins the kickoff parade led by CSC RO VIII. **(4)** The 1st Service Excellence Summit for Leaders was held on September 22 at Leyte.



(5) Victory is within reach as runners finish the 3K category. **(6)** CSC RO XI holds their recognition rites for regional outstanding government workers. **(7)** The outreach program held at Magading Elementary School in Nabunturan, Compostela Valley benefited kinderdergarten and Grade 1-6 students, each receiving a backpack with school supplies. All teachers were also given classroom materials. Funds used for this activity were personal donations of CSC RO XI employees. **(8)** Runners do a warmup before the fun run at SM Ecoland, Davao City.



Tagum wins choral competition



The Tagum City Chamber Chorale celebrate their win after the 2017 Government Choral Competition grand finals held on September 20 at the Cultural Center of the Philippines.

The Tagum City Chamber Chorale emerged grand champion among eight finalists in the 2017 Government Choral Competition (GCC) held September 20 at the Cultural Center of the Philippines, where eight (8) choral groups vied for the championship.

Meanwhile, the Bayugan City Educators Choral was announced as the first runner up, followed by the Government Service Insurance System (GSIS) Chorale and the Commission on Audit Central Office/National Capital Region Choral as the second and third runners up, respectively.

The GSIS Chorale was also recognized as Best Regional Entry for the National Capital Region (NCR), while DepEd Catanduanes Division Choral and Tagum City Chamber Chorale were proclaimed Best Regional Entries for Luzon and Mindanao, respectively.

Mario T. Sabello of the Tagum City Chamber Chorale was awarded as Best Choral Conductor, while Saunder Choi of the Bayugan City Educators' Chorale bagged the Best Arrangement of the Competition Song, *Kaya Ko Ang*

Pagbabago performed by Yeng Constantino and composed by Edward Gonzales.

Serving as the board of judges were choral experts and award-winning music personalities Luz Corazon Roque (Koro Madrigal), Jonathan Velasco (Ateneo Chamber Singers), Arnel de Pano (BPI Voices Chorale and Court of Appeals Chorale), Ramon Santos (National Artist for Music, University Professor Emeritus of the University of the Philippines), and folk singer Noel Cabangon, as endorsed by the Philippine Choral Directors Association.

The grand choral composed of all eight finalists performed the competition song, as well as Ryan Cayabyab's *Kay Ganda ng Ating Musika* and Noel Cabangon's *Mamamayan Mamamayani* at the end of the program. Musical Director Arwin Tan served as the grand choral's conductor.

The GCC is one of the major events held every September to celebrate the Philippine Civil Service Anniversary. Now on its 7th run, the GCC remains to be a prestigious competition showcasing government workers' talent in music and the arts.



The grand choral, composed of all eight finalists, performed Ryan Cayabyab's Kay Ganda ng Ating Musika and Noel Cabangon's Mamamayan Mamamayani. The finale performance was conducted by Musical Director Arwin Tan.



The Bayugan City Educators Choral (top photo) was adjudged first runner up, followed by the Government Service Insurance System Chorale (bottom, left) and the Commission on Audit Central Office/National Capital Region Choral (bottom, right) as the second and third runners up, respectively.

President Duterte awards 2017 Outstanding Gov't Workers



The Presidential Lingkod Bayan awardees with President Rodrigo Roa Duterte, Chairperson Alicia dela Rosa-Bala, Commissioner Robert S. Martinez (first row, middle), and committee members Jarius Bondoc and Deborah Sy (rightmost).

President Rodrigo Roa Duterte led recently the conferment of awards to 26 individuals and four (4) groups that make up the roster of the 2017 Search for Outstanding Government Workers.

Teachers, professors, agricultural researchers, and health workers dominated this year's batch of exemplary public servants. Among the awardees were Rose Mary G. Aquino of Department of Agriculture who developed the *Pinoy Gourmix*, a nutritious instant food product used in feeding programs and disaster response; Neri O. Camitan of National Food Authority who disproved the alleged proliferation of fake rice through DNA testing; Lt. Col. Jonna D. Dalaguit of the Philippine Army who established a 24/7 emergency response mechanism to

save combat troops' lives; Teacher Ryan H. Homan who re-opened an elementary school in a sleepy town in Donsol; and the Mango Weevil Research Team that developed a treatment for mango pulp weevil infestation.

These finalists were selected from a total of 181 national qualifiers.

The Civil Service Commission (CSC) conducts the annual Search for Outstanding Government Workers under the Honor Awards Program (HAP). The conferment of awards under HAP aims to motivate or inspire government employees to improve the quality of their performance and instill deeper involvement in public service.



The CSC Pagasa awardees with President Rodrigo Roa Duterte, Chairperson Alicia dela Rosa-Bala (front row, 7th from L), Commissioner Robert S. Martinez (8th from L), and committee members Jarius Bondoc (8th from R) and Deborah Sy (6th from L).

Three types of awards were given. The Presidential *Lingkod Bayan* Award is conferred to an individual or group of individuals for exceptional or extraordinary contributions resulting from an idea or performance that had nationwide impact on public interest, security and patrimony. The contribution may be a suggestion, innovation, invention, or superior accomplishment.

The complete roster of *Lingkod Bayan* finalists include:

Joel M. Alcaraz

Professor V, Isabela State University

Rose Mary G. Aquino

Agricultural Center Chief III
Department of Agriculture Regional Office 2

Jeovanne M. Cagoscoc

Teacher I, Col. Antonio C. Lanzar Elementary School,
Department of Education–Division of Davao del Sur

Neri O. Camitan

Senior Research Specialist, National Food Authority

Lucia L. Lastimoza

Professor II, West Visayas State University

Allan L. Rellon

Mayor, Tagum City, Davao del Norte

Dr. Westly R. Rosario

Agricultural Center Chief IV, National Integrated Fisheries Technology Development Center, Bureau of Fisheries and Aquatic Resources Region I

Dr. Erlinda A. Vasquez

Director and Professor VI, Visayas State University

Adornado C. Vergara

Assistant Professor III, College of Engineering, Nueva Vizcaya State University

Mango Weevil Research Team

Philippine Nuclear Research Institute and Department of Agriculture Region IVB-MIMAROPA (Dr. Louella Rowena J. Lorenzana and Glenda B. Obra [team leaders], Edison C. Bauzon, Luvy G. Lanuza, Elvira D. Litan, and Sotero S. Resilva)

They were given a cash reward of Php200,000, gold-gilded medallion, Presidential plaque with citation, scholarship grant, and other incentives. In addition, they are entitled to automatic promotion to the next higher position commensurate to their qualification.



The Dangal ng Bayan awardees with President Rodrigo Roa Duterte, Chairperson Alicia dela Rosa-Bala, Commissioner Robert S. Martinez (first row, middle).

The Outstanding Public Officials and Employees or *Dangal ng Bayan* Award is conferred to an individual for performance of an extraordinary act or public service and consistent demonstration of exemplary ethical behavior on the basis of his/her observance of the eight norms of behavior provided under Republic Act No. 6713, otherwise known as the “Code of Conduct and Ethical Standards for Public Officials and Employees”.

The Dangal ng Bayan awardees are:

Gina G. Acuzar

Special Education Teacher I, Sogod Central School
Department of Education– Division of Southern Leyte

Maria Corazon A. de Ungria

University Researcher V (Scientist II)
University of the Philippines, Diliman

Daniel SP. Garcia III

Nurse I, City Government of Antipolo

Ryan H. Homan

Teacher I, San Jose Elementary School, Department of
Education–Division of Sorsogon 3

Maide O. Jader

City Civil Registrar, City Government of Tayabas, Quezon

Rex Archangel S. Lamprea

Chief of Hospital I, Lambayong District Hospital
Provincial Government of Sultan Kudarat

Juanito Pio L. Lledo

Provincial Veterinarian, Provincial Government of Palawan

Ronellie C. Salvador

Professor IV, University of Eastern Philippines

Margarita M. Silang

Teacher I, Casillon Elementary School, Department of
Education–Division of Oriental Mindoro

William A. Tarampi

Master Teacher I, Benigno V. Aldana National High School,
Department of Education–Division of Pangasinan

They were given a cash reward of Php200,000, gold-gilded medallion, trophy designed by National Artist for Sculpture Napoleon V. Abueva, scholarship grant, and other incentives. They are also entitled to automatic promotion to the next higher position commensurate to their qualification.

The CSC *Pagasa* Award is conferred to an individual or group of individuals for outstanding contribution/s resulting from an idea or performance that directly benefit more than one department of the government.

The CSC *Pagasa* awardees are:

Corazon P. Aloro

Education Program Specialist II, Alternative Learning
System, Department of Education–Division of La Carlota

Rizal G. Corales

Supervising Science Research Specialist
Philippine Rice Research Institute

Lt. Col. Jonna D. Dalaguit

Camp Edilberto Station Hospital, 4th Infantry Division,
Philippine Army



(Photos L-R) President Rodrigo Roa Duterte delivers his message for the awardees. CSC Chairperson Alicia dela Rosa-Bala congratulates the awardees for a job well done. Director IV Maria Luisa Salonga-Agamata, HAP Secretariat Head, served as the master of ceremonies.

Mary Ann Grace B. Dulay

Master Teacher I, Manaoag National High School, Pangasinan

Rafael I. Isagunde

Water Maintenance Man A, Plaridel Water District, Bulacan

Sangkula G. Laja

Provincial Health Officer II, Integrated Provincial Health Office Compound, Tawi-Tawi

Julito S. Saladan

Agricultural Technologist, City Government of Kidapawan

Richard A. Tambio

Teacher III, Juan C. Laya Central School, SPED Center, Department of Education, Pangasinan

COMVAL iRICE Team

Department of Science and Technology Regional Office XI (Dr. Anthony C. Sales [team leader], Dr. Imelda A. Agdeppa, Kenneth D. Barroga, Marcela C. Saises, and Jayvee Tyron L. Uy)

Men and Women of the Visayas Consortium for Agriculture, Aquatic and Resources Program (VICAARP)

Visayas State University (Dr. Othello B. Capuno [team leader], Dr. Lucia M. Borines, Dr. Francisco T. Dayap, Hazel Grace T. Taganas, and Marlon M. Tambis)

PSAU Alternative Low Input Agriculture System (ALIAS) Center's Initiatives to Promote Organic Production Systems

(Angelina C. De Jesus, Norman G. De Jesus [team leader], Warlina M. Guzman, Regina D. Loria, Emmanuel C. Pangilinan, Elena B. Pineda, Rafael R. Rafael, Filomena K. Reyes, Ernesto D. Supan, Estrella C. Zabala) Pampanga State Agricultural University

They received Php100,000, gold-gilded medallion, a plaque with citation signed by the CSC chairperson, scholarship grant, and other incentives.

The awardees were chosen by respected personalities from the public and private sectors. The 2017 Presidential Lingkod Bayan and CSC Pagasa Awards Committee is composed of CSC Chairperson Alicia dela Rosa-Bala, author and newspaper columnist Jarius Y. Bondoc, Office of Presidential Protocol Officer-in-Charge Robert Eric A. Borje, League of Corporate Foundations Executive Director Helen O. Orande, and SM Foundation Inc. Executive Director Deborah P. Sy.

The 2017 *Dangal ng Bayan* Award Committee is composed of CSC Commissioner Robert S. Martinez, Ombudsman Conchita Carpio-Morales as Chairperson, with Commission on Audit Chairperson Michael G. Aguinaldo, Office of the President Deputy Executive Secretary for Finance and Administration Rizalina N. Justol, and Office of the Executive Secretary Undersecretary Marah Victoria S. Querol as members. ®

CSC headlines convergence of human resource practitioners



Australian Ambassador Amanda Gorely (2nd from L) receives a plaque of appreciation from CSC Chairperson Alicia dela Rosa-Bala, and Commissioners Robert S. Martinez and Leopoldo Roberto W. Valderosa Jr. in recognition of Australia's valuable contribution to HR reforms in the Philippine government through the Philippines-Australia Human Resource and Organisational Development Facility or PAHRODF.

Top names in management training, life coaching, human resource management and organizational development joined international experts for the 2017 Public Sector Human Resource Symposium on July 4-6, 2017 in Manila.

Around 2,000 HR professionals from the government, the private sector, and the Association of Southeast Asian Nations (ASEAN) attended the event. With the theme "Shaping Change," the event highlighted global trends and best practices in human resource (HR) management and organization development (OD).

Sixty (60) speakers shared their expertise in HR management including concepts and insights in managing change brought about by new directions and management approaches. The event also showcased practices and experiences of progressive organizations in introducing, coping, and shaping change. The need to shape change in the personal, organizational, and societal levels were underscored during the plenary and in the 40 concurrent sessions.

Ashish Malik, Senior Lecturer at the University of Newcastle, Australia, discussed Managing People in Crisis and Change, and Dr. Murli Viswanathan of the Carnegie Mellon University in South Australia tackled Big Data and Emerging HR Technologies.

Showbiz icon and successful public relations manager Dr. Boy Abunda served as one of the plenary speakers. The "King of Talk" discussed his personal transformation, focusing on his "Change Journey" or how he was able to rise from being a poor boy from Borongan, Eastern Samar to being one of the most respected celebrities in the country.

Other plenary speakers include broadcaster and TV host Anthony Pangilinan, Google Philippines Country Manager Kenneth Lingan, iCross Holdings, Inc. COO Augusto Francis De Vera, CSC Assistant Commissioner for Legal Affairs Atty. Ariel G. Ronquillo, CSC Human Resource Policies and Standards Office Director IV Azucena Perez-Esleta, and CSC Public Assistance and Information Office Director IV Maria Luisa Salonga-Agamata.

CSC Chairperson Alicia dela Rosa-Bala underscored the importance of coming up with venues that will develop and implement capacity-building programs to enhance the professional standards and capability of civil servants, especially in the area of HR management leading to the ASEAN integration.

"The holding of the Human Resource Symposium is part of our commitment as signatory to the ASEAN Leaders Declaration on the Role of the Civil Service as a Catalyst for Achieving



One of the 2017 HR Symposium's highlights was the ARTA Caravan, which gathered government frontline services at the PICC for the public's easy access to service. CSC officials, headed by Chairperson Alicia dela Rosa-Bala (center), officially opened the Caravan.

ASEAN Community Vision 2025. President Rodrigo Roa Duterte, along with the other nine leaders of the ASEAN Member States, signed the agreement in recognition of the critical role of the civil service in driving national and social development, and in providing vital services to the people of ASEAN," added Chairperson Bala.

One of the highlights of the 2017 HR Symposium was the Dekada na ang ARTA exhibit, which showcased how Republic Act No. 9485 or the Anti-Red Tape Act (ARTA) of 2007 helped shape change in public service delivery.

ARTA Caravan Goes to PICC

The CSC also brought the ARTA Caravan to the HR Symposium, providing the public with instant access to government frontline services right at the PICC.

The ARTA Caravan, which began in 2016, engaged the citizenry in improving public service delivery by increasing awareness on the anti-red tape campaign and on citizens' rights and responsibilities as clients or consumers of government services. "To exact accountability, there must be vigilant eyes that watch government operations. It is within the client's right to expect more for every centavo's worth of the taxes paid, to clamor for better education, infrastructure, law enforcement, judicial system, and public service delivery," said CSC Chairperson Bala.

At the ARTA caravan, the public were able to avail themselves of the frontline services of participating government agencies, including:

- Civil Service Commission (CSC) – inquiry on services and career service examination forms;
- Department of Trade and Industry (DTI) – business name registration, SME counseling;
- Government Service Insurance System (GSIS) – e-services through GWAPS kiosk;
- Pag-IBIG Fund – online membership registration, verification of membership savings and loan entitlement, Loyalty Card application;
- Philippine Statistics Authority-National Statistics Office (PSA-NSO) – copy of birth certificate, CENOMAR;
- Social Security System (SSS) – issuance of SSS number, online verification of contributions and loan status, screening and receiving of loans and benefit applications, info kiosk;
- Philippine Health Insurance Corporation (Philhealth) – online registration, Member Data Record application and inquiries, ID and UMID application, updates on membership;
- Department of Foreign Affairs (DFA) – passport appointment system.

For more about the 2017 HR Symposium, turn to page 32. ®

Comply with publication requirement, CSC tells agencies

The Civil Service Commission (CSC) reminded government agencies to strictly abide by the rules on publication and posting of vacancies to ensure transparency and equal opportunities in the recruitment and hiring of government workers.

The CSC said that vacant positions authorized to be filled should be published and posted in at least three (3) conspicuous places for a period of at least 10 calendar days for national government agencies, government owned or controlled corporations, and state universities and colleges (per Republic Act No. 7041 or An Act Requiring Regular Publication of Existing Vacant Positions in Government Offices, Appropriating Funds Therefore, And For Other Purposes), and at least 15 calendar days for local government units (per Republic Act No. 7160 or the Local Government Code of 1991).

It added that, under the new 2017 Omnibus Rules on Appointments and Other Human Resource Actions (ORAOHRA), which took effect on August 17, 2017, the screening, evaluation, and deliberation of applicants by the agency's Human Resource Merit Promotion and Selection Board (HRMPSB) should begin only after the mandatory publication period.

The certification on the publication and posting of the vacant position, including the date the deliberation was conducted by the HRMPSB, should be duly signed by the authorized Human Resource Management Officer at the back of the appointment form.

"We included this new provision in the ORAOHRA in light of reports that some agencies post their vacancy in compliance with the publication requirement, but they tell interested applicants that the position has already been filled up," the CSC said.

The CSC added that "this practice runs opposite to the intent of the law, that is, to give both internal and external applicants equal opportunity to vie for vacancies and to ensure fairness and transparency in the recruitment and selection process in government."

The ORAOHRA has also extended the validity of a publication from six months to nine months, and in case no appointment



is issued within the nine-month period, the agency has to re-publish and re-post the vacancy. The CSC said that applications arising from a re-published vacancy should be assessed according to the agency's standard recruitment procedures.

Another requirement in the ORAOHRA is the submission of a certification, signed by the Chairperson of the HRMPSB at the back of the appointment, which specifies that the majority of the HRMPSB members was present during the deliberation. Alternatively, a copy of the proceedings or minutes of the HRMPSB deliberation may be submitted together with the appointment.

The CSC said that this new provision places the responsibility on the agency's HRMPSB to undertake a fair and impartial assessment of candidates, thus ensuring that appointees in government are hired based on merit and fitness, not on personal whim or political favor.

New rules

The 2017 ORAOHRA, which the CSC launched to the public on August 30, 2017 in its central office in Quezon City, updates and consolidates the various issuances on appointments and other human resource (HR) actions in the civil service. It took effect on August 17, 2017.

The Omnibus Rules contains clear definitions and guidelines on the different types of employment status (e.g., permanent, temporary, substitute, coterminous, fixed term, contractual, casual); nature of appointment (e.g., original, promotion, transfer, reemployment, reappointment, reinstatement, demotion, reclassification); and other HR actions (e.g., reassignment, detail, designation).


It devotes entire sections to rules on probationary period, effectivity and submission of appointments, qualification standards, resignation, and prohibited acts, among others.

Highlights of the 2017 ORAOHRA include the following:

- Serves as ready guide for the entire appointment process in the first and second level including executive/managerial positions
- Aligns the rules on appointments with the Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM) standards particularly in the area of recruitment, selection and placement
- Empowers and clarifies roles of appointing officers and Human Resource Management Officers (HRMOs) in the recruitment and selection process
- Protects the interests of the appointees by providing clear guidelines on the nature and status of appointments and

other human resource actions such as reappointment and reassignment

- Renames Promotion and Selection Board (PSB) to Human Resource Merit Promotion and Selection Board (HRMPSB) with corresponding shift in role from assistorial to recommending body for appointment
- Incorporates common and specific requirements for each type of appointment
- Prescribes user-friendly and simplified forms for the HRMOs and the CSC
- Supports maintenance of electronic database of agency human resource information

A copy of the rules can be downloaded via the CSC website at www.csc.gov.ph under *Issuances>Policy Resolutions>Published Resolutions*. 

CSC urges leaders to lead smart organizations

In recent years, the word ‘smart’ has evolved from being just an adjective for humans and animals, into one that is used for gadgets (e.g. smartphones, smartwatches, smart TV, etc.), then eventually to describe something as huge as a city (smart city). The Smart City has recently caught the attention of local government leaders as the concept poses the challenge to adopt practices that are more people-centric, culturally intelligent, and creative, especially by integrating information and communication technology to strategies.

Eventually, the concept of “Smart Cities” has expanded to cover “Smart Organizations”, where leaders apply the principles learned from the former to manage technology and cultural diversity in organizations toward nurturing high performance.


To introduce the concept, the Civil Service Commission (CSC), through the Civil Service Institute (CSI), gathered government leaders, executives, and managers to its 3rd quarter conduct of the CSI Leadership Series themed “Leading Smart Organizations” on September 6, 2017 at the Crowne Plaza Hotel, Ortigas Center, Quezon City.

The CSI Leadership Series is a learning and networking event held on a quarterly basis; it is designed to inspire government executives, directors and managers to continually enhance

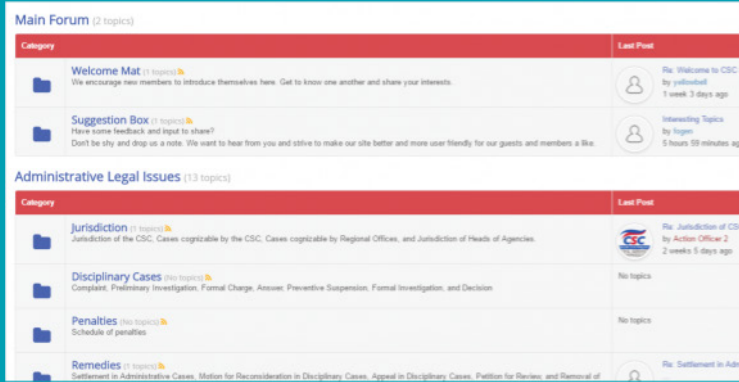


CSI Executive Director Arthur Luis P. Florentin explains the concept of "smart cities" to the ASEAN Leadership Programme delegates.

their leadership effectiveness. It showcases the emerging trends and best practices of successful leaders and managers in both the government and the private sectors.


Speakers included Mr. Charles M. Ham from the Global Disaster Response Coordinator of Hope Worldwide, Ms. Loreevi Gail Mercado from the SMART Communications, Bataan Provincial Governor Albert S. Garcia, Department of Budget Management Undersecretary Lilia C. Guillermo, and CSC Public Assistance and Information Office Director IV Maria Luisa Salonga-Agamata. 

CSC launches online forum on civil service rules



Got questions on legal matters?

Ask our Action Officers through the Online Information and Legal Assistance forum




The public can now easily get information on civil service laws, rules, and regulations through the Civil Service Commission's (CSC) Online Information and Legal Assistance forum.

The online facility, which can be accessed at www.csc.gov.ph/forum, aims to give citizens a more accessible and cost-effective means to seek advice or clarifications on legal matters, such as the process for handling administrative disciplinary cases, invalidation or disapproval of appointments, personnel actions, and other civil service policies. However, queries regarding pending cases shall not be entertained in the forum.

Through this project, the CSC hopes to increase understanding of civil service rules as well as to reduce phone-in and walk-in queries.

Users must create an account and log in so they can post their queries and comments or join a conversation pertaining to their topic of interest. Action officers from the CSC's Office for Legal Affairs are at the other end to answer questions or give advice. Use of the online forum is free-of-charge.

For immediate access to information, Frequently Asked Questions (FAQs) are also available in the online forum.

The CSC, however, advised the public that the project was designed only as a venue for obtaining basic information or legal counseling service. Binding legal opinions and rulings, especially on more complex issues, will have to be issued by the Commission upon submission of a formal written request. Moreover, the forum is not intended for lodging questions on civil service examinations. 

SEARCH FOR
OUTSTANDING
GOVERNMENT
WORKERS
2018

The 2018 Search for Outstanding Government Workers is now open for nominations.

*The deadline for submission is **March 30, 2018.***

For inquiries, contact the Honor Awards Program (HAP) Secretariat at telephone numbers (02) 9317993 and (02) 9320381, or hapsecretariat@gmail.com or hapsecretariat@yahoo.com. You may also visit the CSC Regional or Field Office nearest you.

More than 25,000 pass Aug. 6 career service exams

A TOTAL of 25,127 examinees, representing 10.98% of the total 228,917 examinees, passed the Career Service Examination-Pen and Paper Test conducted nationwide on August 6, the Civil Service Commission (CSC) said.

The Professional Level test posted an 11.07% passing rate, comprising 21,792 passers out of 196,819 examinees. Adrian Callangan from Region II (Cagayan Valley), with a rating of 90.87, topped the list.

Passing rate for the Sub-Professional Level was at 10.39%, comprising 3,335 passers out of 32,098 hopefuls with Mark Dave Balmilero, also from Region II, getting the highest score of 87.54.

For the Professional Level, top passers include Merynel Gratuito from Bicol Region with a rating of 90.27; Carlos Rafael Andres, Southern Tagalog, 90.18; Marlon Marvilla, Central Luzon, 89.97; Melvin Alas-as, Southern Tagalog, 89.88; Orpah Leah De Guzman, National Capital Region (NCR), 89.77; Marc Karlo Sales, Southern Tagalog, 89.48; Florette Hanh Albis, NCR, 89.47; Denmirson Vivo, NCR, 89.41; and Justin Callo, Zamboanga Peninsula, 89.38.

Completing the list of top passers for the Sub-Professional Level are Jodi Jill Manikan, Western Visayas, 87.38; Francis Rey Cabarubias, Central Visayas, 87.12; Aldmyr Afundar, Bicol Region, 87.04; Psalm Zion Lumabao, NCR, 86.84; Zeidrick-J Cudilla, Western Visayas, 86.78; Geovani Duqueza, Southern Tagalog, 86.46; Patricia Mae Remante, Southern Tagalog, 86.46; Keizel Lorein Bonifacio, Southern Tagalog, 86.44; and Christine Joy Arce, NCR, 86.38.

Callangan and the rest of the Professional Level passers shall be conferred the Civil Service Professional Eligibility, which is needed and appropriate for appointment to both first level (clerical) and second level (technical) positions in the government, including executive/managerial positions in the second level.

On the other hand, the Sub-Professional Level passers led by Balmilero shall obtain the Civil Service Sub-Professional Eligibility appropriate only for first level positions in the government.

The CSC said that Professional and Sub-Professional eligibles may be appointed to appropriate positions in the government that do not involve practice of profession and are not covered by special laws, provided they also meet the education, experience, training, and other requirements of the positions.

How to get test results

The complete list of successful examinees of the August 6, 2017 Career Service Examination-Pen and Paper Test may be accessed at the CSC website.


Starting October 17, passers may begin claiming their Certification of Eligibility at the CSC Regional/Field Office concerned. Passers are advised to verify first the availability of and the requirements and procedures in claiming their Certification of Eligibility before proceeding to the CSC office. Moreover, examinees, both passed and failed, may generate their individual rating through the Online Civil Service Examination Result Generation System (OCSEGRS), which can also be accessed on the CSC website by October 1.

The CSC warns the public against postings in any other websites or social media links that are not affiliated with the CSC, or are engaged in the unauthorized use of the name of the Commission.

Regional performance

In terms of overall regional performance, NCR posted the highest passing rate at 16.30% or 6,264 passers out of 38,419 examinees. The Cordillera Administrative Region (CAR) came in second with a 15.88% passing rate. Other top performing regions of the country include Central Luzon with a 12.42% passing rate; Southern Tagalog, 11.66%; and Cagayan Valley, 11.31%.

For the Professional Level, the top performing regions are NCR with a passing rate of 16.84%; CAR, 16.55%; Central Luzon, 12.60%; Cagayan Valley, 11.74%; and Southern Tagalog, 11.73%.

For the SubProfessional level: NCR, 13.52%; CAR, 12.49%; Central Luzon, 11.44%; Southern Tagalog, 11.30%; and Bicol Region, 11.08%. 

CSC imposes suspension for indirect contempt

Agency heads found guilty of disobedience of or resistance to a lawful writ, process, order, decision, resolution, ruling, summons, subpoena, command, or injunction of the Civil Service Commission (CSC) may be suspended from service for indirect contempt and/or imposed a fine.

In the new 2017 Rules on Administrative Cases in the Civil Service (RACCS), the Commission has added the penalty of suspension of one month up to a maximum of six months for officials found guilty of indirect contempt. This may apply to appointive officials, presidential appointees, and elective officials.

Aside from suspension, a person guilty of indirect contempt against the CSC may also be slapped with a fine of PHP1,000.00 per day for every act of indirect contempt.

Under the previous version of the said rules, indirect contempt is punishable only by a fine of PHP1,000.00 for every day of non-implementation of the CSC directive.

New rules

The 2017 RACCS, which the CSC launched to the public on August 30, 2017 in its central office in Quezon City, contains procedural guidelines and substantive provisions for the disposition of disciplinary and non-disciplinary cases. It is an update of the 2011 version.


Salient features of the 2017 RACCS, which took effect on August 17, 2017, include the following:

- The penalty of suspension may be converted to payment of fine when the respondent has already retired or otherwise separated from the government service. In such case, the fine may be sourced from the accumulated leave credits or whatever benefits the respondent is supposed to claim.
- The 2017 RACCS clarifies that cases cognizable by the Commission include complaints against officials who are not presidential appointees and who are not elective officials.
- The 2017 RACCS incorporates provisions on handling sexual harassment cases, as well as violations and penalties under Republic Act No. 9485 or the Anti-Red Tape Act of 2007.
- A new provision states that if the CSC places the respondent under preventive suspension, it shall be executory unless a Temporary Restraining Order is issued by the Court of Appeals or the Supreme Court.
- The 2017 RACCS adopts the Judicial Affidavit Rule, in which a Judicial Affidavit may be accepted in place of direct testimonies of the witnesses during hearings.
- Options for conducting a preliminary investigation are provided: (a) requiring the submission of counter affidavit or

comment and/or other documents from the person complained of within five (5) days from receipt of the complaint which is sufficient in form and substance; (b) ex-parte evaluation of the records; or (c) conduct of clarificatory meeting with the parties to discuss the merits of the case.

- The 2017 RACCS adds a set of guidelines on the payment of back wages and other similar benefits to an illegally dismissed/suspended official or employee.
- The 2017 RACCS provides a clearer definition of terms such as back wages, developmental interventions, employee, ex-parte, fixer, human resource, motu proprio, official, prima facie, protest, psychological intervention, sexual harassment, and show-cause order. It redefines the terms agency and probationary employee, and renames personnel actions as human resource actions.
- It emphasized that mitigating circumstances shall not apply to the penalty of dismissal from the service.
- Psychological and developmental interventions are introduced as prerequisites for Dropping from the Rolls.
- Both terminal leave benefits and personal shares/contributions to the Government Service Insurance System (GSIS) or other equivalent retirement benefits system are excluded from the accessory penalty of forfeiture of retirement benefits.
- The 2017 RACCS adopts the Presumptive Notice Rule, which gives the presumption that a party was duly served with the Notice or Order after fifty-five (55) days from date of mailing if the addressee is from within the geographical area of the CSC Office exercising jurisdiction over the case, or after seventy-five (75) days if the addressee is from outside the geographical area of the CSC Office.
- A new provision states that parties may avail of private couriers, apart from registered mail, for the service of pleadings, motions, and other submissions to ensure timely receipt of such.

The 2017 RACCS aims to ensure consistency, predictability, and stability—values which are integral in upholding the rule of law. It also affords government workers fair treatment and protects them from being victimized by political biases, persecution, and personal whims.

The formulation of the rules was done in consultation with various stakeholders, and involved a thorough review of existing rules, jurisprudence, and current situations toward a more responsive, comprehensive, and reliable set of rules for case adjudication and human resource actions in the civil service. 

CSC RO VI joins ASEAN at 50 celebration



Acting Director III Cherry G. de la Cruz (center) of the CSC RO VI together with guests and participants wearing their ASEAN-inspired costume during the Multi-Sectoral Forum on ASEAN held on August 8, 2017 in Iloilo City. (Photo credits: PIA VI)


The Civil Service Commission Regional Office VI (CSC RO VI) joined the nation in the celebration of the 50th anniversary of the Association of Southeast Asian Nations (ASEAN) last August.

The Regional Association of National Government Executives (RANGE) Region VI which is headed by CSC RO Director IV Rodolfo B. Encajonado, together with the Philippine Information Agency (PIA) RO VI and West Visayas State University (WVSU), spearheaded the Multi-Sectoral Forum on ASEAN on August 8, 2017 at the Cultural Center, WVSU, Iloilo City. Government officials and employees from various agencies as well as students and teachers from both public and private schools, some in their ASEAN-inspired costume, gathered in the forum. Said activity aimed to raise awareness and understanding of the importance of ASEAN.

The event started with the Ribbon-Cutting of the Exhibit of Traditional ASEAN Costumes at the lobby of the Cultural Center. President Luis M. Sorolla Jr. of WVSU, Director IV Janet C. Mesa of PIA RO VI, Acting Director III Cherry G. de la Cruz of CSC RO VI, and Director III Lily Freida M. Milla of the Commission

on Higher Education led the ribbon-cutting ceremony and unveiling of exhibits.

President Sorolla welcomed the participants during the forum. Director Mesa presented the Rationale of the ASEAN Information Campaign while Information Officer II Leonard T. Pineda gave an overview of ASEAN. On the other hand, Director Milla tackled “Insights on the Intervention Involving Education and Research Institutions through ASEAN Education Programme.” Ms. Ken Queenie Cuñada, Division Chief, Department of Trade and Industry RO VI, discussed the Philippine MSMEs in the ASEAN Community. Acting Director III de la Cruz gave the Closing Remarks.

Aside from the forum, RANGE VI issued an advisory encouraging heads of agencies and their staff to wear any ASEAN-inspired traditional costume in their respective offices last August 8 in commemoration of the ASEAN founding anniversary. PIA RO VI hosted a Photo Exhibit of the ASEAN Traditional Costumes on June 15, 2017 at the SM City Iloilo with Director IV Encajonado as guest speaker. 

EVOLVING COMPASSIONATE PUBLIC SERVICE*

First of all, let me greet you a very happy 117th anniversary of the Philippine Civil Service. It is the time of year when we honor the men and women of the Philippine government—our teachers, doctors and nurses, public accountants, lawyers, police, military, forest rangers, elected officials, human resource practitioners, lawyers, and scientists—the public servants tasked to address every Filipino’s area of need. It is OUR anniversary and with theme, “Tugon sa Hamon ng Pagbabago: Malasakit ng Lingkod Bayani,” we have lined up events to promote camaraderie and solidarity among civil servants. We have kicked off our celebration with the much-awaited R.A.C.E. to Serve Fun Run last week – September 3, now on its seventh year. It has drawn one of our biggest crowd so far, almost 20,000 runners.

Allow me also to congratulate the Bohol Council of Human Resource Management Practitioners and the Provincial Government of Bohol for organizing this event that brings together the HRMOs and HRMPs of 47 municipalities and one city in the province. I believe that you are doing this to allow them to get informed and updated on the area of human resource management, organization development, and on matters that are within the ambit of concern of the Commission.

I was talking to Director Luzano and asked her what I should discuss so that I can contribute to achieving the objectives of this Summit. Based on the inputs received, I am inclined to emphasize the need for HRMPs to level up competencies leading to global competitiveness but at the same time, remain compassionate in the delivery of services to our people, our public. But before we think global, we have to consider our commitment as a member of the Association of Southeast Asian Nations or ASEAN. Our work as one of the founding ASEAN Member States is cut out for us in terms of regional integration and community building toward ASEAN 2025.

IMPORTANCE OF THE CIVIL SERVICE IN ASEAN

In the meeting of the heads of ASEAN Member States (AMS) during the ASEAN Summit held about a month ago, they simultaneously signed the ASEAN Declaration on the Role of the Civil Service as a Catalyst for Achieving the Community Vision 2025. The declaration recognizes the critical role of the civil service in providing vital services to the ASEAN community. The said declaration is a vital document that underscores the significance of the civil service as the backbone of good governance in the region and the contributions of the civil service to the attainment of the Sustainable Development Goals. The agreement also underscores the role of the civil service as driver of national and regional development toward the achievement of ASEAN goals and aspirations for a “politically cohesive, economically integrated, and socially responsible” community, as articulated under the ASEAN Community Vision 2025.

The Civil Service Commission was the driving force behind the initiative because we believe that the realization of the ASEAN community vision is dependent on civil service as an institution that performs key roles in the area of political security, in the economic pillar and the socio-cultural pillar.

The ASEAN Declaration on the Role of the Civil Service is a validation that we are on the right track when we zeroed in on our human resources, on professionalizing our country’s corps of public servants as a key to address socio-economic ills and sustain national development.

I would like to underscore areas that the Philippine civil service needs to focus on to meet the challenges of regional integration and community building in response to ASEAN 2025. We need to inspire our people to move, to champion innovations especially in the use of information and communications technology in HR, and to empower people toward effective public service delivery.

**keynote speech delivered by Chairperson Alicia dela Rosa-Bala at the 2017 Bohol Human Resources Summit, Bohol Cultural Center, Tagbilaran City*

PRIME-HRM: INSPIRING PEOPLE TO MOVE

One that we can collectively commit to is working to elevate the maturity of human resource systems and competence through simple process improvements to the implementation of a new service delivery model in core HR functions.

An initiative that the CSC is pushing for is the Program to Institutionalize Meritocracy and Excellence in Human Resource Management or PRIME-HRM. PRIME-HRM is a mechanism designed to help elevate human resource management in the public sector. Ultimately, it helps agencies create work environments that enable employees to thrive both as individuals and as contributors to the office's major final outputs.

The PRIME-HRM is a result of a study conducted in 2014 on the state of HRM in the public sector. Being the first assessment of its kind, it provided a picture of the Maturity Level of HRM systems in the bureaucracy, which indicated that HR systems such as Recruitment, Selection and Placement, Learning and Development, Performance Management, and Rewards and Recognition are in Maturity Level 1 or Transactional Level. The study also revealed that the overall competency level of Human Resource Management Officers or HRMOs is at Competency Level 1 or at the Basic Level. This means partial readiness of HRMOs to exercise HR functions.

Out of the 3,681 agencies nationwide, the CSC was able to assess 2,700 agencies in 2015. By end of September 2016, an additional 981 agencies have been added to the list. After

the assessments, CSC Field Offices wasted no time guiding agencies in developing their respective action plans and connecting them to the right subject matter experts who can help them achieve their target maturity level. Out of the 2,700 assessed agencies in 2015, the CSC has provided assistance to 1,219 agencies (45%) by end of December 2016.

Through PRIME-HRM, the CSC was able to draw a picture of the HRM practice in the bureaucracy. Last year, there were 393 agencies whose HRM systems were compliant with PRIME-HRM standards and were consequently awarded, a positive indicator that more agencies are starting to put greater value on taking care of its people.

PRIME-HRM is relatively in its early stage of implementation, but so far, it has begun to spread the culture of strategic HRM. It ensures that HR systems remain functional and responsive to the climate within which they operate. PRIME-HRM will spur a continuous cycle of assessment, monitoring and assistance to ensure sound human resource management in the public sector.

Much needs to be done as the rest of the bureaucracy's HR systems, practices, and competencies still need to be subjected to regular monitoring or assistance by the CSC. Today, I challenge the HRMPs of Bohol to work hand-in-hand with us to collectively reach Maturity Level 4 in any of the core HR systems under PRIME-HRM. I want to see all of your agencies receiving PRIME-HRM awards for making significant strides in improving your HR systems.

“Much needs to be done as the rest of the bureaucracy's HR systems, practices, and competencies still need to be subjected to regular monitoring or assistance by the CSC.”

DIGITAL HR

As to the need to innovate, allow me to start by giving you some trivia: Did you know that in 2016, there were more than seven billion mobile devices in the world, and more than 40 percent of Internet traffic is driven by these devices? The 2016 Global Human Capital Trends report released by Deloitte, a multinational consulting firm based in the United Kingdom, pointed out that the barriers between work and personal life are dissolving through the use of mobile devices. According to the report, and I quote, “Mobile has become the channel of preference for workers, giving organizations an opportunity to drive adoption of mobile HR technologies to an extent rarely seen with traditional HR platforms. Imagine integrated apps that can manage time and attendance automatically; pinpoint every appointment and meeting location; send messages to a team when someone is running late for a meeting; monitor stress levels and recommend when it is time to take a break; and even review and data mine 201 files and offer intelligent recommendations on employee movement.”

Indeed, the importance of Information and Communication Technology (ICT) within HR has positively affected transformation efforts. Considerable increase in the number of organizations gathering, storing, and analyzing information on their human resource systems has been noted, resulting in the efficient and effective management of their human capital. ICT in HR will be an immense help to HRM practitioners so they can do away with pen-pushing duties, which are mainly administrative.

I would like to encourage you to lead your respective agencies in the adoption of digital HR systems, programs or software that can help reduce routine transactional and traditional HR activities, for instance, automation of payroll information system, time and attendance monitoring, benefits administration, or maintenance

and updating of the 201 file, and appointment information, among others. With the adoption of IT-based programs to take care of the transactional aspects of HR management, HR practitioners and officers of agencies can focus on strategic, developmental HR initiatives. Just think of the possibilities when you can spend more time improving your learning and development plans that will enable the agency to notch Maturity Level IV under PRIME-HRM.

“I would like to encourage you to lead your respective agencies in the adoption of digital HR systems, programs, or software that can help reduce routine transactional and traditional HR activities...”

EMPOWERMENT AS A MEANS TOWARD COMPASSIONATE PUBLIC SERVICE

“Employee empowerment” made it to the top of the list of buzzwords in the human resources world as reported by Iowa’s Tippie College of Business in 2015.

Employee empowerment is one of the objectives in the implementation of the Strategic Performance Management System (SPMS), a mechanism that allows employees to clearly align his/her individual performance goals to the attainment of organization goals. Studies show that employees tend to perform better if they feel responsible for something—even if it is only a small piece of the overall puzzle. This situation illustrates the alignment of individual performance in the achievement of an organization’s vision, mission, and strategic goals.

The SPMS puts premium on major final outputs that contribute to the realization of organizational mandate, vision/mission, and outputs and outcomes. So rather than reporting on the number of activities implemented as an accomplishment, the target now is how those activities contributed to the overall goal of the organization. Furthermore, SPMS gives way to collective goal setting and performance rating, thus, commitments indicated establish clear linkage between organizational performance and individual performance.

The SPMS cycle highlights Performance Coaching and Feedback as an intervention to empower employees to improve performance. Performance coaching is an ongoing

process which helps build and maintain effective employee and supervisor relationships. The exercise can help identify an employee's growth, as well as help plan and develop new skills. Through coaching, supervisors and employees can collaborate on the development of plans that might include training, new assignments, job enrichment, self-study, or work details. We, in the CSC are working double time to incorporate the culture of coaching into the fabric of the Commission, and then, to the whole bureaucracy.

Empowerment also has a measurable impact on employee engagement, attitude, productivity and customer satisfaction, and this is the ultimate goal of public service—one that demonstrates compassion with action, one of the values that I personally want to see in government workers when they deal with citizens at the frontlines.

Properly implemented performance management initiatives result in lower turnover, higher employee satisfaction and reduced employee stress leading to excellence in public service delivery.

However, employee empowerment is a culture not easily established. Organizations, particularly its leaders, must ensure that people have the requisite competence and clarity to guide them especially in decision-making. This means an empowering organization needs to commit to provide technical training and clarity of purpose. Empowered employees without sufficient technical competence and organizational clarity cause and create chaos.

CLOSING

I encourage you to take advantage of every learning opportunity to allow yourselves to reflect on how to shape change whether at a personal, at the organization, or even better at the societal level. As said by German playwright and novelist Johann

Wolfgang von Goethe, "Whatever you think you can do or believe you can do, begin it now. Action has magic, grace, and power in it."

I will not tire of underscoring HRMP's role in ensuring a bright future for HR management in the public sector. The success of the CSC's HR programs lies in your hands. This is the part where we need your support. HRMPs serve as the CSC's allies in the smooth and effective implementation of HR programs in government offices nationwide. I believe that our Field and Regional Directors are doing a great job in securing buy-in, but you are the facilitators of change since heads of offices and your co-employees get their cue from you. HRMPs are catalysts of change, bridging the CSC and the agency. Your responsibilities include the

implementation of HR-OD programs such as PRIME-HRM and SPMS. Take advantage of the L&D interventions being offered such as this one in order to get pointers on how to move people, champion innovation, and empower to improve performance which are key to coping with a more demand-oriented clientele and delivering services at par with global standards.

I conclude this message by assuring each and every one that the CSC will always value the work that you are doing for your respective agencies, and for the people. We recognize though that it is not possible to have perfectly fit programs for all government agencies, given the size and the diversity of the civil service. At best, the CSC is trying to put definitive measures to address issues that strike the very core of human resource management and organization development.

Daghang salamat sa pag-agda sa ako to represent the Commission. Mabuhay ang serbisyo sibil at serbisyo publiko!

®

“Employee empowerment is a culture not easily established. Organizations, particularly its leaders must ensure that people have the requisite competence and clarity to guide them especially in decision-making.”



Notes from the 2017 HR Sympo: HR experts share trends across the globe

When the Civil Service Commission (CSC) began its transformation journey in 2010, the shift from transactional to strategic HR proved to be a huge challenge. It relied on strong employee engagement within the CSC, and more importantly, a social marketing approach to capture the minds and change the behavior of the rest of the bureaucracy.

The CSC, through its partnership with the Philippines-Australia Human Resource and Organisational Development Facility or PAHRODF, launched the Public Sector Human Resource Symposium in 2013 in Cebu. The idea is to gather as many HR managers and practitioners in one venue, bring in local and international experts on HR and related topics, and allow a vibrant exchange of knowledge and best practices among like-minded individuals. The Civil Service Institute (CSI) took the lead in organizing the symposium.

This yearly gathering proved to be successful, with a consistent turnout of participants showing sustained interest in the themes and topics. This also became a regular venue for the CSC to introduce HR initiatives and reforms. These would be rolled out by HR practitioners in their respective agencies, so the CSC naturally relies on their expertise and skill in implementation. The symposium also helped CSC officials and technical staff to converse and strengthen linkages with

stakeholders, breaking barriers, and encouraging camaraderie and teamwork.

The Public Sector Human Resource Symposium is now on its fifth year. This year's symposium was held on July 4-6, 2017 at the Philippine International Convention Center, Pasay City.

As in the previous years, around 2,000 HR practitioners flocked to the symposium to get their fill of the latest HR trends from around the world. The CSC has invited the best speakers and experts from the field of HR, organizational development, management, leadership, media and communication, and the academe to bring the participants a comprehensive menu of HR topics. The overarching theme is shaping change, and both the plenary and the concurrent sessions were designed to help HR managers and practitioners adapt to, anticipate, and initiate change in their respective organizations.

The diverse selection of speakers continue to be the symposium's brand of bringing the best of the best to deliver an interesting three-day gathering.

If you were not able to join this year's symposium, let the *CS Reporter* take you on a virtual journey through the plenary and concurrent sessions. Read on for the speakers and their topics:

PLENARY SPEAKERS



Session Title:
The Change Journey

Dr. EUGENIO R. ABUNDA JR.
TV Host, ABS-CBN

A glimpse in the journey of the "King of Talk" from taking on a variety of odd and unstable jobs in Borongan, Eastern Samar to moving to Manila to look for better financial prospects. He attributes his success to the people around him and his thirst for learning. As his financial success grew, Boy was later able to get a college degree from the Ateneo de Manila University.



Session Title:
The HEART of CHANGE

Mr. AUGUSTO FRANCIS R. DE VERA
Chief Operating Officer, iCross Holdings, Inc. - A Values Company

De Vera explores the rapid changes that technology has brought about in the workforce, but emphasizes that the skill and passion to manage people's heart becoming extremely rare and valuable. He says it is time to have a change of heart, to take hold of our rightful place on the table, given that HR or People Managers, are at the heart of that change.



Session Title:
How Technology is Integrated in the Workplace

Mr. KENNETH A. LINGAN
Country Manager
Google Philippines

As Country Manager of Google in the Philippines, Kenneth Lingan opened up the HR symposium audience to endless possibilities brought about by technology and interconnectedness. He shared how Google changed the way businesses and interactions are done across the globe.



Session Title:
C.H.A.N.G.E. I.S. H.E.R.E.!

Mr. ANTHONY N. PANGILINAN
Chairperson and Chief Disturber
Businessworks, Inc.

As part of his various advocacies, he is Philippine OIC of "Called to Rescue," an anti-human trafficking organization, an "Angelpreneur" for Gonegosyo, a movement committed to the promotion and development of entrepreneurship nationwide, and former EVP of the PLDT Smart Foundation.

PANELISTS



Session Title:
Dekada na ang ARTA: Shaping Change in Public Service Delivery

Director MARIA LUISA SALONGA-AGAMATA
Director IV, Public Assistance and Information Office, Civil Service Commission, and Head, ARTA Program Management

Director Liza discussed the brief history of ARTA, and the impact it has made on the quality of public service in the country. She also talked about the year-long observation of *Dekada na ang ARTA*, celebrating milestones in ARTA's 10th year of implementation.



Session Title:
2017 Omnibus Rules on Appointments and Other HR Actions

Director AZUCENA PEREZ-ESELETA
Director IV, Human Resource Policies and Standards Office, Civil Service Commission

Director Ena introduced to HR practitioners the latest version of the Omnibus Rules on Appointments and Other HR Actions, containing all updated policies since its last issue in 1998. The 2017 version of the Omnibus Rules responds to current issues and concerns in the field of public HR management.



Session Title:
2017 Rules on Administrative Cases in the Civil Service

Atty. ARIEL G. RONQUILLO
Assistant Commissioner for Legal Concerns, Civil Service Commission

As a quasi-judicial body, the CSC continues to issue policies concerning legal matters. The 2017 version includes new terms of definition and improvements in legal processes, responding to consultations and recommendations made over the years. The new version also aims to help legal practitioners handle legal matters more efficiently.

CONCURRENT SESSION SPEAKERS



Session Title:

Transformation of the City Government of Mandaluyong into the Tiger City of the Philippines

Atty. BENJAMIN DE CASTRO ABALOS JR.

Former Mayor, City Government of Mandaluyong



Session Title:

Values for Transformation

Director VOLTAIRE L. ACOSTA II

Council for Restoration of Filipino Values



Session Title:

Advancing Human Development through ASEAN Regional Exposure

Ms. SERELY GERALDINE ALCARAZ

Country Head, ITD World Philippines



Session Title:

Open Space Technology: A Transformative Tool

Mr. ROMMEL J. ANCHETA

Vice President, HR Department, Intellicare Philippines



Session Title:

Appreciative Inquiry: A Strengths-Based Approach to Individual and Organizational Change

Dr. PERLA U.S. BERNARDO

HR/OD Consultant



Session Title:

Beyond Transactional and Transformational Leadership Styles: High Performance Leadership for the Public Sector

Dr. WILLIE L. BRITT

Professor



Session Title:

Shaping Change in Education: Challenges and Successes

Dr. CHRISTOPHER C. BERNIDO

President, Central Visayan Institute Foundation



Ms. MA. VICTORIA C. BERNIDO

School Director, Central Visayas Institute Foundation



Session Title:

Modernizing Local Democracy Through Civil Service Reforms: The Context of the Philippine Decentralization Policy

Dr. EDNA ESTIFANIA A. CO

Executive Director, Center for Integrative & Development Studies, University of the Philippines



Session Title:

Adopting to Changes on a Regional Level: How to Manage Change and Diversity and Maintain Equilibrium

Ms. EMMA V. CRUZ

Regional HR Director, DOLE Philippines



Session Title:

LGU-Academic Link: A Way in Shaping Change in Public Service

Governor ANTONIO RAFAEL G.

DEL ROSARIO
Davao del Norte



Session Title:

Celebrating Success – Shaping Change Through Educational Collaboration

Dr. TONY DREW

Assistant Dean International - International University of Newcastle, Australia



Session Title:
Maneuvering Money Management

Mr. JOSELITO G. FLORENDO
Vice-President For Planning And Finance



Session Title:
A Conversation to Diversity and Inclusion in the Workplace

Mr. MARK FLORES
Deputy Facility Director
Philippines Australia Human Resource and Organisational Development Facility



Session Title:
Shaping Change by Strengthening Personal Core Values

Mr. RICARDO TIRSO Q. FLORES
Harvest Evangelism Philippines



Session Title:
How to Prosper People

Governor ALBERT S. GARCIA
Provincial Government of Bataan



Session Title:
Public Sector HR and the 3 Ts: Talent, Training, and Technology

Dr. JOAQUIN JAY GONZALEZ
Chairperson and Professor of Public Administration, Golden Gate University, USA



Session Title:
Career Success Shaped from Humble Beginnings

Ms. NANCY R. GOTIDOC
Head, Talent Management and Executive Development; Deputy HR Business Partner CRS, SBDO, MPower, Spectrum MERALCO



Session Title:
Shaping Change: LPU-Batangas' Experience

Dr. PETER P. LAUREL
President, Lyceum of the Philippines University-Batangas and Laguna



Session Title:
The Role of Public Service Values Program to Organizational Transformation

Dr. LEDESMA R. LAYON
Vice President for Admin and Finance, Cebu Technological University



Session Title:
Service Excellence

Dr. JULIUS A. LECCIONES
Executive Director
Philippine Children's Medical Center



Session Title:
Integration of Competencies in the HR System

Ms. JOCELYN C. LINSO-NG
Vice President, HROD (Advisor Capacity), Cubiks Consulting Pty Ltd., Australia



Session Title:
Managing People in Crisis and Change

Dr. ASHISH MALIK
MHRM Program Convenor,
University of Newcastle, Australia



Session Title:
Recruitment, Selection and Placement System as a Tool in Shaping Change in your Organization

Director ANDREA CELENE M. MAGTALAS
Department of Budget and Management



Session Title:
Shaping Change: The Alabat Experience

Mayor FERNANDO L. MESA (RET.)
Municipality of Alabat, Quezon Province



Session Title:
Follow Your Bliss: Life After Retirement

Ms. AGNES D. PADILLA
Former Executive Director
Civil Service Institute



Session Title:
Designing Ecology of Support for Sustainable Intervention Programs: The Happy Fish Kids Story

Mr. ROY G. PONCE
Program Director, Davao Oriental State College of Science and Technology - (Australia Awards Scholar)



Session Title:
Open Space Technology: A Transformative Tool

Atty. FRANKLIN M. QUIJANO
Former Mayor, Iligan City



Session Title:
My Life's Journey in Shaping Change: Lessons Learned

Ms. REMEDIOS IGNACIO-RIKKEN
Former Chairperson of Philippine Commission on Women



Session Title:
Opportunity and Equity

Ms. MARIA CORAZON A. RUBIO
Head Teacher 1, Department Of Education, Lucena City National High School



Session Title:
Shaping Change Through Thinking Discipline

Ms. GILDA DE LEON-SALUD
Managing Director
Human Capital Asia, Inc.



HR practitioners once again gathered for a symposium that is not only productive but fun-filled as well.



Session Title:
The Role of the Youth

Chairperson CARIZA "AIZA" Y. SEGUERRA
National Youth Commission



Session Title:
Shaping Change through Thinking Discipline

Ms. BEL L. VILLAVICENCIO
Change Consultant
The Rizal Academy for Innovation and Leadership (TRAIL)



Session Title:
GSIS Reforms

Atty. NORA MALUBAY-SALUDARES
OIC President & General Manager,
Government Service Insurance System



Session Title:
X+Y=1

Ms. MARIAH BRENDA A. VALERIO
Incubation Specialist
Ideaspace Foundation



Ms. THESS A. VALERIO
Managing Partner
CICP.LEARN Business Management Consultancy Company



Session Title:
Big Data and Emerging Technologies in Human Resource Management

Dr. MURLI VISWANATHAN
Professor, Carnegie Mellon University



Session Title:
HR as Change Agents: Partnering for Sustainable Change Using Process Consultation

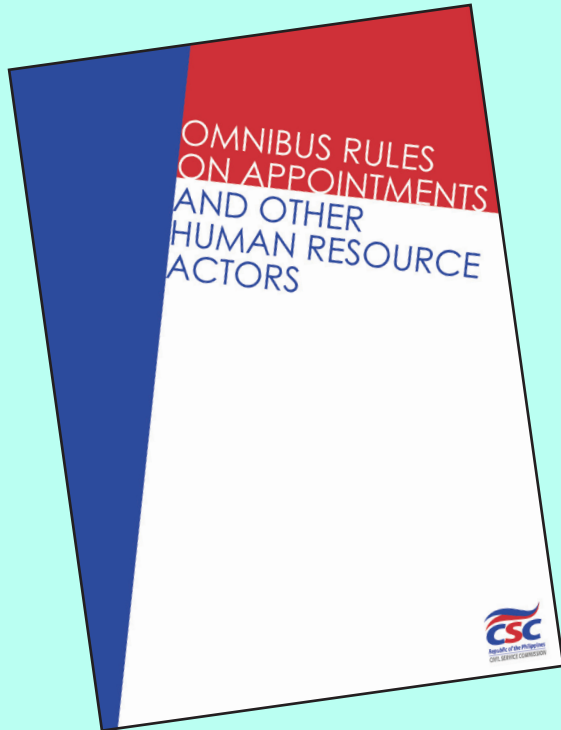
Ms. KAREN MELANIE YAO
OD Consultant

Participants are engaged throughout the plenary and concurrent sessions, and are encouraged to take notes and ask questions.



NEW BOOKS AVAILABLE!*

CSC launches 2017 RACCS and ORAOHRA



The Civil Service Commission (CSC), through the Office for Legal Affairs (OLA), continuously reviews Civil Service law, rules and regulations as well as policies to ensure relevance to the present situation.

Recently, the Commission promulgated the 2017 Rules on Administrative Cases in the Civil Service (2017 RACCS) to address various concerns and questions raised by practitioners and clients.

The following are some of the amendments made:

- Incorporates provisions on handling sexual harassment cases and violations and penalties under R.A. 9485
- Provides three options for conducting a preliminary investigation
- Adopts the Judicial Affidavit Rule
- Adds guidelines on the payment of back wages for illegally dismissed/suspended official or employee
- Adds penalty of suspension for indirect contempt committed against the Commission
- Emphasizes that mitigating circumstances shall not apply to the penalty of dismissal from the service
- Introduces psychological and developmental interventions as prerequisites for Dropping from the Rolls
- Provides that suspension may be converted to payment of fine as penalty for respondent who is retired or separated from service
- Adopts the Presumptive Notice Rule
- Provides that parties may avail of private couriers for the service of pleadings

The CSC promulgated on June 16, 2017 the 2017 Omnibus Rules on Appointments and Other Human Resource Actions (ORAOHRA). Said Omnibus updates and consolidates the various issuances on appointments and other human resource actions in order to facilitate action on all kinds of appointments and to further simplify its processing.

ORAOHRA amends the Revised Omnibus Rules on Appointments and Other Personnel Actions issued through CSC Memorandum Circular No. 40, s. 1998 and aims to minimize, if not eliminate, disapproval or invalidation of appointments by addressing pressing issues and problems thereof and responding to the changing needs on policies and procedures on appointments and other human resource actions.

Highlights of the 2017 ORAOHRA include the following:

- Serves as ready guide for the entire appointment process in the first and second level including executive/managerial positions
- Aligns the rules on appointments with the PRIME HRM* standards particularly in the recruitment, selection, and placement
- Empowers and clarifies roles of appointing officers and Human Resource Management Officers (HRMOs) in the recruitment and selection process
- Protects the interests of the appointees by providing clear guidelines on the nature and status of appointments and other human resource actions such as reappointment and reassignment
- Renames Promotion and Selection Board (PSB) to Human Resource Merit Promotion and Selection Board (HRMPSB) with corresponding shift in role from assistorial to recommending body for appointment
- Incorporates common and specific requirements for each type of appointment
- Prescribes user-friendly and simplified forms for the HRMOs and the CSC
- Supports maintenance of electronic database of agency HR information



*The books will be available for sale at the CSC Central Office Public Assistance and Complaints Desk at IBP Road, Batasan Hills, Quezon City, and in CSC Regional Offices nationwide by December 2017. For orders and other queries, just dial 02-9314180. The CSC does not authorize the publication or sale of said books by other organizations, and is not responsible for any mistakes in their content.



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