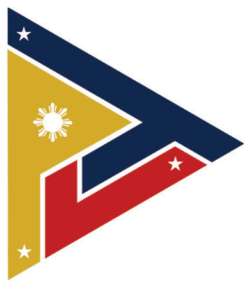


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## Provincial & Affiliate Stations





*The CSC delegation actively participated in Kalayaan 2017. Aside from joining the parade, CSC also promoted the Dekada na ang ARTA celebration at the CSC booth.*



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# PUBLIC DOMAIN

## Hotline 8888 Success Stories

The National Complaints Hotline 8888 has been the public's go-to number when it comes to filing complaints and giving suggestions regarding government services. Since its launch on August 1, 2016 up to June 15, 2017, Hotline 8888 has handled a total of 142,244 calls. CSC records an 87% resolution rate of referrals escalated to government agencies as of June 2017. The success stories gathered by the Civil Service Commission (CSC) serve as proof of its assistance to the public.

**Below are some accounts acted upon by Hotline 8888 and the concerned agencies:**

### 1. CONCERNED AGENCY: SOCIAL SECURITY SYSTEM TICKET NO.: IRN0135263

"Gusto kong mai-follow-up ang death claim ng tatay ko sa Social Security System (SSS), kasi August 2016 ko pa ito filed. Pero, ang sabi nila sa akin kapag nagfo-follow-up ako, ay for evaluation pa raw. Noong last na follow-up ko, ang sabi nila ay naiipit daw sa SSS Main Office. Sana po ay matulungan niyo ako kasi ang tagal na noon."

"This refers to the request coursed through Hotline 8888, which is the subject of your email, addressed to our President and CEO and to our department, the nature of which is stated above. Records show the death-lump sum claim application filed on October 13, 2016 was settled on March 15, 2017 and can be withdrawn on or after April 04, 2017." - SSS

"Gusto ko lang sana magpasalamat para sa mabilis na pag-respond sa concern ko sa inyo. Salamat talaga kasi nakuha na namin 'yung cheke, si Geoffrey 'yung nakausap ko sa inyo."



### 2. CONCERNED AGENCY: DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS-NUEVA ECIIJA TICKET NO.: IRN0131937

"Sa DPWH 2nd District Nueva Ecija, mayroon silang naiwang hindi yari sa kalsada na walang warning sign. Nagkaroon po ako ng accident, nasira po iyong sasakyan. Ang pagkakatatanda ko po mga December pa po. May sulat po ako sa District Engineer, ipinasa nila ako sa maintenance. Hanggang ngayon wala pa pong nangyayari."

"In reference to your predicament with regard the accident you encountered while traversing a portion of Sta. Rosa-Tarlac Road along Sta. Rosa, Nueva Ecija, per report from our Maintenance Engineer, the construction work is ongoing with all necessary signages properly installed at the time of inspection on March 6, 2017.

Informing further that the sender had already met with the project's contractor vis-a-vis incidental expenses he incurred amounting as a result of the self-accident. Worth mentioning is that nowhere in the police report did it state that there were no signages at the time of the accident. Meanwhile, Engr. Celso G. Castillo, Chief Maintenance Engineer, contacted the representative of the contractor this morning and it was learned that the complainant already agreed with settlement amount and payment will be made on Sunday." - DPWH Region III

"Nais ko magpasalamat dahil two (2) days ago ay na-settle na rin ito. Maraming salamat sa inyo."



Hotline 8888 might sound new, but you have certainly heard of the facility that currently hosts it—CSC's Contact Center ng Bayan (CCB). CCB was established in 2012 and has since catered to citizens' concerns related to violations of the Anti-Red Tape Act (ARTA).

The CSC wishes to thank the citizens for the trust and encouragement to continue providing quality public service. Without you, CCB won't acquire the necessary experiences to build itself up, and be equipped to be of greater help to the people. Now, CCB lends its service to the Office of the President to strengthen the government's thrust against red tape.

# FREEDOM FROM RED TAPE

**T**his Independence Day, the Civil Service Commission's battlecry is freedom from red tape.

Red tape is the enemy of a high-trust society. It breaks down trust between government and its citizens. It makes simple things complicated. It breeds unnecessary processes that provide opportunity for corruption and fixing. That is why we continue to fight against red tape, urging government frontline offices to continue streamlining their processes and promoting ease of doing business.

In its 10th year of implementation, Republic Act No. 9485 or the Anti-Red Tape Act (ARTA) celebrates milestones in improving public service delivery in the country. These include the posting of Citizen's Charters; establishment of Public Assistance and Complaints Desks; and provision of special lanes for pregnant women, the elderly, and persons with disability in government frontline offices. We can also observe faster processing time and fewer documentary requirements in government frontline transactions. Thus, the CSC has launched the *Dekada na ang ARTA*, a series of activities to promote anti-red tape

initiatives to the public. With strong citizen engagement, the CSC is confident that ARTA will continue to thrive and help government frontline offices achieve their full potential in providing excellent services.

Aside from the *Dekada na ang ARTA* activities, we also feature in this issue our honor awardees who serve as environment champions in their respective regions. Read the stories of our green warriors on page 26. We also feature the Human Resource Information System (HRIS), an HR automation initiative from one of the Provincial Government of Agusan del Sur's Australia Awards scholars (see story on page 30).

Let us continue fighting for freedom from red tape.

  
**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](mailto:csc.pmr@gmail.com).

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# DEKADA NA ANG ARTA

SERIES (PART 2 OF 4):

## CLOSING THE LOOP IN THE FIGHT AGAINST RED TAPE: THE INTEGRATED ARTA PROGRAM

The first story in the *Dekada na ang ARTA* series took CS Reporter readers through the programs implemented by the government through the years to combat red tape. From the first executive order issued by the late President Ramon Magsaysay in 1953 to the enactment into law of Republic Act No. 9485 (An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Thereof) or the Anti-Red Tape Act in June 2, 2007 by then President Gloria Macapagal Arroyo.

RA No. 9485 aims to promote efficiency and transparency in government with regard to the manner of transacting with the public. The passage of ARTA also provided the impetus for the Civil Service Commission (CSC) to enjoin government agencies to come up with ways to ensure its effective implementation.

The next in the series highlights the various components of the Integrated Anti-Red Tape Act (iARTA) Program of the CSC, which unifies and rationalizes various initiatives or projects under the ARTA umbrella. All of these are geared toward 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 tools in curbing red tape and corruption. The CSC designed a closed-loop model to connect the various components composed of client experience, feedback, improvement, and reward.

For instance, the display of the Citizen's Charter expands the access of the public to service information that matter, while the operationalization of the Contact Center ng Bayan and conduct of the Report Card Survey maximizes participation by collecting citizen feedback and translating these into information useful for the improvement of services of government agencies. The iARTA closes the loop with a learning and development intervention called Service Delivery Excellence Initiative which aims to address the gaps in public service delivery, or by rewarding agencies through the Citizen's Satisfaction Center Seal of Excellence Award.

### CITIZEN'S CHARTER

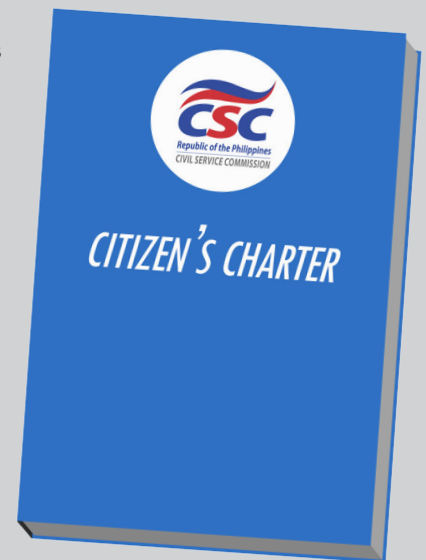
The Citizen's Charter is an accountability tool that tells the public what to expect in transacting with a government office. In simpler terms, the Citizen's Charter tells clients, "These are the steps you will have to undergo and the fees to be paid. Those other than what are stated are unauthorized and unnecessary."

The initial step in crafting a Citizen's Charter is to streamline frontline service procedures by reviewing them and identifying unnecessary steps and fees that can be eliminated. After streamlining, the agency posts its Citizen's Charter in the form of billboards or signages written either in English, Filipino, or in the local dialect. These information billboards must be posted at the main entrance of offices or at the most conspicuous place.

The Citizen's Charter also serves as an agency's covenant to observe the "No Noon Break policy", participate in the anti-fixer campaign of the government, and set up its Public Assistance and Complaints Desk.

### THE CITIZEN'S CHARTER MUST CONTAIN THE FOLLOWING INFORMATION:

- Vision and mission
- Identification of the frontline service offered
- Step-by-step procedure for a particular service
- Officer or employee responsible for each step
- Maximum time to conclude the process
- Document/s to be presented by the client, and why they are required
- Amount of fees, if necessary





- Procedure for filing complaints, including the names and contact details of the officials/channels to approach for redress
- Allowable period for extension (i.e. unforeseen events beyond the control of concerned government office or agency)
- Feedback mechanisms, contact numbers to call and/or persons to approach for recommendations, inquiries, suggestions, and complaints.

The Citizen's Charter promotes speedy and transparent frontline service, eliminates the need for fixers, and discourages civil servants from engaging in corruption and the transacting public from tolerating it.

### CONTACT CENTER NG BAYAN

The Contact Center ng Bayan (CCB) is the Philippine government's main helpdesk where clients give feedback on the quality of frontline service given by a government agency. It is a unified system or facility that addresses the needs of citizens ranging from request for information to complex government support services.

Through CCB's helpline (1-6565) and short messaging system (0908-8816565), the public can report the presence of fixers in service offices, disruption of service during lunch break, absence of Public Assistance and Complaints Desk, imposition of additional fees, discourteous frontline service staff, among others.

CCB is a virtual government-wide contact center linked to several frontline agencies. CCB is a medium to gauge agency performance as it can keep tab on the number of calls directed to a particular government agency, the response time, subject of caller reports, and initiatives undertaken. The CCB can harness the data it receives, particularly on the actions taken by agencies on the referrals to provide empirical basis for gauging the performance of government agencies—the quality of service they render and their responsiveness to the people's needs. The data obtained can also serve as take-off

points for studies on government processes and systems and possibly correlate these with measures to mitigate graft and corruption.

In 2016, CCB was tapped by the Office of the President to temporarily service the operation of the National Complaints Hotline 8888.

### MAKING THE GRADE: REPORT CARD SURVEY

The Report Card Survey (RCS) is a mechanism used to measure client satisfaction and get feedback on government frontline services. Section 10 of ARTA states that: "All offices and agencies providing frontline services shall be subjected to a Report Card Survey to be initiated by the Civil Service Commission, which shall be used to obtain feedback on how provisions in the Citizen's Charter are being followed and how the agency is performing."



The RCS measures service offices' (SO) compliance with the provisions of ARTA such as posting of the Citizen's Charter, anti-fixer initiatives, wearing of ID and/or having nameplates for service providers, attending Public Assistance and Complaints Desk, and observing the No Noon Break Policy. It also determines total client satisfaction in terms of overall service quality of the agency, and perception on physical setup and basic facilities of the office.

From 2010 to 2016, 5,321 SOs were subjected to the RCS. In 2012, the CSC decided to stop doing the RCS randomly and to start subjecting high density/most complained agencies to the RCS. In 2013, the survey covered 10 priority agencies in the National Capital Region identified in Administrative Order No. 241, and model province and model city of every region.

In 2014, a total of 1,023 service offices from nine agencies were subjected to the RCS. Of the total number surveyed, 96.19% or 984 offices passed, incurring scores of at least 70, while 25.51% obtained "Excellent" marks or scores of at least 90. Only 4% earned a "Failed" rating.

As a way to revalidate the result of the 2014 RCS, the



CSC covered the same agencies for 2015 and added 50 first class cities as well as 51 branches of the Land Bank of the Philippines.

For 2016, the theme of the RCS was "ARTA goes local." SOs subjected to the RCS were those with service jurisdiction over provinces, cities, municipalities, and barangays. 2016 also served as a preparation

year for the Commission to embark on the ARTA multi-year plan.

In support of the Philippine Development Plan 2017-2022, which envisions a Citizen-Centered, Clean, and Efficient Delivery of Public Goods and Services, the CSC partners with the National Competitiveness Council in utilizing iARTA as a tool to improve the country's global competitiveness ranking. For 2017, government offices identified under the Ease of Doing Business (EODB) indicators will be subjected to RCS, specifically in the areas of starting a business, dealing with construction permits, registering a property, trading across borders, and paying taxes.

### THE SEAL OF EXCELLENCE AND THE SERVICE DELIVERY EXCELLENCE INTERVENTION

The job of the CSC does not end with the release of the result of the RCS. There are interventions in place for those who have excelled and those who are found wanting.

First is the mechanism that recognizes topnotch service offices with the Citizen's Satisfaction Center Seal of Excellence Award (CSC-SEA).

Those conferred with the SEA has demonstrated perfect compliance with the provisions of the Anti-Red Tape Act; had pleasant, responsive, courteous, and efficient frontline staff; offered clean, comfortable, and convenient office facilities; provided the extra mile of service; and had innovative services not seen in other agencies.




Clients can be assured that an office awarded with the SEA offers unparalleled level of service.

Admittedly, there were agencies that fared worse than others. The CSC assists them through the Service Delivery Excellence Initiative or SDEI.

The SDEI is a learning and development intervention that includes conduct of service improvement workshops and facilitation for increasing the efficiency and effectiveness of the service office's strategies, structure, staff, and systems.

SDEP Level 1 is given to offices that failed due to minor infractions including the non-observance of No Noon Break policy, employees' failure to wear IDs, and the absence of a Public Assistance and Complaints Desk and anti-fixing measures. SDEP Level 2 is given to offices whose failure in the RCS requires improvement in the office's strategies, structure, staff, and systems.

iARTA has been recognized by agencies to have prompted employees' behavioral change, hastened physical improvements, and paved for the implementation of simple strategies to improve service delivery to more drastic innovations such as using technology to automate their systems. Further, the Annual Survey of Enterprises on Corruption revealed that all government agencies consistently covered and monitored by the program obtained improved "Net Sincerity Ratings in Fighting Corruption". With the potential of iARTA as a tool to curb red tape and deter corruption, it was included in the Open Government Partnership National Action Plan 2015-2016. 

# HOTLINE 8888: BEYOND THE NUMBERS GAME (2017 FIRST QUARTER REPORT)

Since August 1, 2016, the National Complaints Hotline 8888 has been receiving voluminous number of calls. Majority of the issues received by the hotline were concerns related to violations of the Anti-Red Tape Act (ARTA), particularly slow processing of requests, unclear procedures, discourtesy, and unattended hotline numbers. As of March 31, 2017, Hotline 8888 has handled a total of 106,237 calls. There is also an increase on the number of calls handled for the first three months of this year (January to March = 51,494 calls), which is not far off from the number of calls handled for the first five months of 8888's operation last year (August to December = 54,743 calls).

Behind these overwhelming figures are only forty-five (45) agents on their headsets, shifting on a 24/7 operation, ready to serve the public from morning until wee hours of the next day.

In the course of its operation, the Hotline 8888 team has continuously reviewed and improved its processes, resulting to an increased rate of call handling. This is of course in light of CSC's thrust on quality public service delivery ever since it started with the Contact Center ng Bayan (CCB) in 2012, the facility that now services Hotline 8888.

The nature of concern with the highest number of calls is query, followed by complaint, request for assistance, suggestion, and commendation/appreciation.

## **ARTA-related concerns**

Most importantly, Hotline 8888 receives calls on concerns related to the Anti-Red Tape Act (ARTA) anchored on the provisions of Section 8 of R.A. No. 9485 (or the provision on Accessing Frontline Services), which requires prompt action on applications and requests, limiting the number of signatories, wearing of official identification card visibly worn during office hours, and setting up of Public Assistance/Complaints Desk. The law also prescribes that "agencies which render frontline services shall adopt appropriate working schedules to ensure that all clients who are within their premises prior to the end of the official working hours are attended to and served even during lunch break."

The top ARTA-related concerns reported to Hotline 8888 from January 3 to March 31, 2017 were: Slow Process, 3,892 reports (54.31%); Unclear Procedure/s, 760 (10.61%); Unattended Hotline Number, 583 (8.14%); Discourtesy, 377 (5.26%); and Failure to Act on Request, 325 (4.54%).

## **Backroom and Resolution**

Aside from the 45 agents receiving the calls, a backroom operations team review the tickets created and send referral letters to the concerned agencies for their appropriate actions/responses.

From January to March 2017, the national government agencies with most number of tickets resolved are as follows:

No.	Office	Number of Feedback Received	Number of Resolved Feedback	Percentage
1	Social Security System	1,281	1,170	91.33%
2	Home Development Mutual Fund	293	243	82.94%
3	Government Service Insurance System	152	110	72.37%
4	Bureau of Internal Revenue	336	224	66.67%
5	Department of Foreign Affairs	326	215	65.95%
6	Philippine Statistics Authority	105	62	59.05%
7	Commission on Elections	104	58	55.77%
8	Philippine Postal Corporation	138	69	50.00%
9	Land Transportation Office	516	221	42.83%
10	National Bureau of Investigation	109	41	37.61%

Meanwhile, below are the local government units with most number of tickets resolved from January to March 2017:

No.	LGU	Number of Feedback Received	Number of Resolved Feedback	Percentage
1	Pasay City	17	14	82.35%
2	Cebu City	24	18	75.00%
3	Parañaque City	17	9	52.94%
4	Taguig City	25	12	48.00%
5	Las Piñas	15	7	46.67%
6	Makati City	28	13	46.43%

As the CSC receives increasing calls from the citizens and sees actions from the concerned agencies, it continues to prove that public feedback is an invaluable input in the public service delivery cycle. The public feedback mechanism, in the form of Hotline 8888, empowers citizens to air out their concern on government frontline services. In turn, their feedback inform the concerned government agencies/local government units which component of their services need improvement.

## CSC welcomes Commissioner Valderosa



*Surrounded by his family, CSC's new commissioner, Leopoldo Roberto W. Valderosa Jr. (3rd from L) took his oath before CSC Chairperson Alicia dela Rosa-Bala (2nd from L) and Commissioner Robert S. Martinez (1st from L).*

**T**he Civil Service Commission (CSC) welcomed its new commissioner, Leopoldo Roberto W. Valderosa Jr., on June 19, 2017. The welcome and oath-taking ceremony was held at the CSC Resource Center.

Commissioner Valderosa or “Comm Bob” headed the CSC Regional Office Autonomous Region in Muslim Mindanao (CSC ARMM) for three years as Regional Director.

He has spent all 39 years of his government career working for the CSC. He started in 1978 as a senior clerk for CSC Regional Office No. XI and rose from being a budget officer, to chief administrative officer, field director, OIC Director III of the Internal Audit Service, then as Director III of CSC Regional Office No. 12 in 2006. He became Director IV of CSC ARMM in 2014.

In his three years at the helm of CSC ARMM, he was hands-on in the implementation of various initiatives, approaching leadership with his readiness to go first, and a sense of openness that encourages his team and the rest of CSC ARMM to behave in the same way. Because of this, CSC ARMM displayed marked improvement in its performance and has reaped rewards and recognition. They were conferred

the Investors in People (IiP) Standard accreditation and IiP Bronze Level accreditation, and awarded with the Citizen’s Satisfaction Center Seal of Excellence Award, among others.

“I am confident that Comm Bob will bring to the Commission and to the bureaucracy the culture of servant-leadership he espoused in ARMM as well as a sense of commitment to public good as he has shown in almost four decades of working for the CSC,” CSC Chairperson Alicia dela Rosa-Bala said in her welcome speech. “I know that he will continue to model exemplary adherence to ethical principles, champion the welfare of our state workers, and push for transparency, accountability, and reform in the civil service.”

Comm Bob was in turn thankful for the opportunity given to him to serve the CSC in his new capacity as Commissioner. “As I’ve said, I very much need your support and cooperation, and a lot of prayers, because I could only do the things that we wanted to do in the Commission if your support is also there. Daghang salamat!”

Comm Bob will finish the term of former Commissioner Nieves L. Osorio. <sup>®</sup>



## Rules on Contract of Service and Job Order workers in gov't released

The Civil Service Commission (CSC), Commission on Audit (COA), and the Department of Budget and Management (DBM) signed Joint Circular No. 1, s. 2017 last June 15 to issue Rules and Regulations Governing Contract of Service (COS) and Job Order Workers in the Government.

The Joint Circular clarifies the nature of COS and Job Order (pakyaw) and addresses issues on the lack of social protection of workers and inequality in benefits on the obscure accountability of COS and Job Order workers due to lack of employee-employer relationship with the hiring agency, on the increase in the number of Job Order and COS workers, and on their involvement even in the performance of regular agency functions.

COS is defined as the engagement of the services of an individual, private firm, other government agency, non-governmental agency or international organization as consultant, learning service provider or technical expert to undertake special project or job within a specific period; while Job Order refers to piece work (pakyaw) or intermittent or emergency jobs such as clearing of debris on the roads, canals, waterways, etc. after natural/ man-made disasters/occurrences and other manual/trades and crafts services such as carpentry, plumbing, electrical and the like. These jobs are of short duration and for a specific piece of work.

While the Joint Circular allows the continuous hiring of COS and Job Order workers, it limits the hiring of such services to the nature and definition of COS and Job Order.

COS has been classified into Institutional COS and Individual COS. Institutional COS covers lump sum work or services to perform janitorial, security, consultancy, and other support functions for a maximum period of one (1) year, subject to the provisions of Republic Act No. 9184 and pertinent budgeting, accounting and auditing rules and regulations. Individual COS is the term of contract between the government agency and the individual contractor with a maximum period of one (1) year renewable at the option of the head of the procuring entity.

In its aim to address the issue on compensation and benefits, this Joint Circular provides the rules on the payment of services under Individual Contract of Service and Job Order. Individuals hired through contract of service shall be paid the prevailing market rates, subject to the provisions of Republic Act No. 9184 and its Implementing Rules and Regulations. The Joint Circular also provides options to individuals hired through COS to enroll themselves in social benefit programs thru the SSS, PhilHealth and Pag-IBIG Fund as self-employed members. Individuals

hired through Job Order shall be paid wages equivalent to the daily wage/salary of comparable positions in government and a premium of up to 20% of such wage/salary. The payment of services shall be charged against the Maintenance and Other Operating Expenses in the approved agency budget.

Under the transition period, agencies may still renew the individual contracts of existing COS or Job Order workers until December 31, 2018. After which, hiring of COS and Job Order workers shall be in accordance with the provisions of the Joint Circular.

However, to ensure protection of the existing COS or Job Order workers, the institutional contract to be entered into by government agencies with a contractor or service provider shall include a provision which will state that the existing qualified COS or Job Order workers shall be given priority in the hiring by the contractor or service provider. Similarly, existing COS or Job Order workers shall be given priority in the appointment by the agency to its vacant positions, provided that these workers meet the appropriate eligibility and other qualification requirements for the position, subject to existing Civil Service law and rules.

The Joint Circular also directs government agencies to review their functions, systems and procedures, organizational structure and staffing to determine the appropriate manpower complement for their programs/activities/projects. Creation of permanent positions may be considered for regular functions, while hiring of casual or contractual personnel may be considered for projects and activities that are temporary in nature, subject to approval of the oversight agencies concerned and to existing budgeting and accounting rules and regulations.

COA shall monitor agencies' compliance with the provisions of the Joint Circular.

To ensure compliance with the issuance, heads of agencies and/or responsible officers shall be administratively charged if found to have violated the provisions of the rules and regulations.

The Joint Circular covers all National Government Agencies, Government-Owned or Controlled Corporations with original charters, State Universities and Colleges, and Constitutional bodies, which avail of the services of COS and Job Order workers.

The public may access the CSC-COA-DBM Joint Circular No. 1, s. 2017 at <https://goo.gl/RvAPdy>. 

## CSC reiterates support to nationwide smoke ban

**T**he Civil Service Commission (CSC) expressed its support to Executive Order No. 26, which provides for the establishment of smoke-free environments in public and enclosed places nationwide, and reiterated its 100% smoke-free policy which prohibits smoking in the premises, buildings, and grounds of government agencies.

The CSC lauded the signing of E.O No. 26 which prohibits smoking in public places, whether indoor or outdoor. E.O 26 defined public places as “all places, fixed or mobile, that are accessible or open to the public or places for collective use, regardless of ownership or right to access, including but not limited to schools, workplaces, government facilities, establishments that provide food and drinks, accommodation, merchandise, professional services, entertainment or other services.”

The EO also includes outdoor spaces where facilities are available for public or where a crowd of people would gather, such as, but not limited to, playgrounds, sports grounds or centers, church grounds, health/hospital compounds, transportation terminals, markets, resorts, walkways/sidewalks, entrance ways, waiting areas and the like.

The establishment of a designated smoking area (DSA) or “an area of a building or conveyance where smoking may be allowed,” is not mandatory. If a building or establishment will not put up a DSA, it will be declared as 100% smoke-free.

For those with DSA, E.O No. 26 underscores strict compliance with the set standards under Section 4. For instance, the DSA should have highly visible and prominently displayed no smoking signage, graphic health warnings on the effects of tobacco use, and prohibition of entry of persons below 18 years old. The EO also stipulates that a building or conveyance can only have one DSA.

The CSC is a staunch supporter of tobacco control policies that aim to eliminate cigarette smoking in the workplace and to prevent tobacco companies from interfering with policy-




making in the public sector. CSC Memorandum Circular (MC) No. 17, s. 2009 or the Smoking Prohibition Based on 100% Smoke-Free Policy prohibits smoking in or on the premises, buildings, and grounds of government agencies providing health, education and/or social welfare and development services such as hospitals, health centers, schools, and universities, colleges among others. Designated smoking areas are also not allowed in such places.

The CSC has also partnered with the Department of Health in issuing Joint Memorandum Circular (JMC) No. 2010-01 on the “Protection of the Bureaucracy Against Tobacco Industry Interference”.

JMC No. 2010-01 provides specific guidelines for the bureaucracy’s interactions with the tobacco industry, particularly in prohibiting government officials and employees from doing unnecessary interaction with the tobacco industry. Prohibited acts include providing preferential treatment such as receipt of incentives, and soliciting or accepting any donation or favor from the tobacco industry in connection with any operation or transaction of the agency.

The CSC’s tobacco control initiatives are anchored on the World Health Organization Framework Convention on Tobacco Control (WHO-FCTC), which was adopted by the 85th World Assembly on May 21, 2003 and ratified in the Philippines on April 25, 2005. CSC MC 17 is part of the country’s efforts to enforce Article 8 of the FCTC, which aims to protect the public from the perils of secondhand tobacco smoke.

Government officials and employees are reminded that violating MC 17 and JMC 2010-01 is a ground for disciplinary action pursuant to Rule XIV (Discipline) of the Omnibus Rules Implementing Book V of Executive Order No. 292.

For more information on the CSC’s tobacco control advocacy, visit [csc.gov.ph/smokefreecivilservice](http://csc.gov.ph/smokefreecivilservice). The public can report violations of MC No. 17 or JMC No. 2010-01 to the National Complaints Hotline 8888. 

## March 12 Career Service Exams results released

A total of 25,090 out of 219,697 (11.42%) examinees passed the Career Service Examinations-Pen and Paper Test administered nationwide by the Civil Service Commission (CSC) on March 12. The CSC released the complete List of Passers of the Career Service Professional and Sub-Professional examinations on April 21 through the CSC website at [www.csc.gov.ph](http://www.csc.gov.ph).

The CSC stressed that only the List of Passers posted on the CSC website is official. It disclaims liability for any other postings of results on any other websites.

Michael Louie D. Lim from Northern Mindanao, with a rating of 92.45, bested 188,528 examinees of the Career Service Professional test, while Faye S. Cruz from Metro Manila, with an 89.12 rating, placed first among the 31,169 hopefuls of the SubProfessional level. The Professional test posted an 11.48% passing rate while the Sub-Professional test had 11.07%, respectively comprising 21,640 and 3,450 successful passers.

The Sub-Professional eligibles can be appointed to first level positions (clerical, trades, crafts and custodial service) and Professional eligibles to second level positions (professional, technical and scientific up to division chief) in the government career service that do not involve practice of profession and are not covered by special laws.

Aside from eligibility, an aspirant for a government career service position must meet education, experience and training requirements of the position. Applicants may have to undergo an internal screening process by the agency's selection board, which may be composed of competency-based written tests, interviews, and other processes to determine the most qualified candidate for the job.

Top passers for the Professional level also include Arvin Lawrence N. Quiñones (NCR) with a rating of 91.17, Mark Anthony B. Cristobal (Southern Tagalog)-91.13; Al-Sinbad G. Bercasio (Bicol region)-90.92; Mark Oliver Ian C. Delos Reyes (NCR)-90.90; Jan Joseff B. Genduso (NCR)-90.89; Marc

Kevin C. Liwag (NCR)-90.68; Jan Steven E. Reyes (NCR)-90.48; Jenny P. Manalastas (Central Luzon)-90.40; and Nina Edissa C. Sabio and Paolo Jay S. Capio (both NCR)-90.35.

For the Sub-Professional level: Roi Solomon B. Labay (NCR)-88.87; Billy Jason B. Vuelta (Cagayan Valley)-88.55; Reggie F. Ponce (NCR)-88.27; Paulyn Vyhmarie Claro (Central Visayas)-88.26; Resilyn P. Bago (Southern Tagalog)-88.24; Joemar Steave F. Abanilla (CAR)-88.03; Camille Dayanara C. Anquilo (Southern Tagalog)-87.74; and Antonio E. Ang Jr. (NCR) and Shirley Ann C. Vasol (Cagayan Valley)-87.70.

In terms of regional performance, NCR, apart from grabbing half of the top spots, also posted the highest passing rate at 19.09% in both levels of examination, which is translated to 6,180 total passers out of 32,371 examinees. The Cordillera Administrative Region (CAR) came in second with a 16.71% passing rate. Other top performing regions include Central Luzon with 13.26%, Central Visayas, 13.14%, and Southern Tagalog, 11.74%.

Examinees may get their individual test results using the Online Civil Service Examination Result Generation System (OCSEGRS) on or before May 7, 2017. Examinees, both passed and failed, are advised to access CSC Examination Advisory No. 06, s. 2017 posted on the CSC website.

Passers will be issued a Certification of Eligibility. The CSC advises exam passers to coordinate first with the CSC Regional Office on the availability, requirements and procedure in claiming their Certification. A complete directory of CSC Regional Offices is available at the CSC website.

The next PPT exam is scheduled on August 6, 2017. Examinees are encouraged to check the CSC website ([www.csc.gov.ph](http://www.csc.gov.ph)) and the CSC Official Facebook page ([www.facebook.com/PhilippineCivilServiceCommission](https://www.facebook.com/PhilippineCivilServiceCommission)) for the Notice of School Assignment (NOSA) and other announcements.

The CSC is yet to release the schedule of exams for 2018. ®

## Conduct random drug tests until October 18 - CSC

**T**he Civil Service Commission (CSC) reminded all government agencies that they have until October 18, 2017 to conduct a random mandatory drug test for their employees.

Under CSC Memorandum Circular (MC) No. 13, s. 2017 issued on April 19, 2017, government agencies are given six months from the effectivity of the said policy to conduct a “mandatory, random and suspicionless drug testing of their incumbent public officials and employees as a condition for retention in government service.”

The CSC said that government agencies should allot enough time to prepare for the drug test, including coordination with relevant agencies such as the Department of Health (DOH). They should also ensure that their workers are fully aware of the drug testing procedures, the consequences of yielding a positive drug test result, as well as the instances that can lead to administrative liability.

Agencies are required to submit a regular report to the Dangerous Drugs Board (DDB) on the conduct of drug tests and the number of confirmed positive drug cases.

For the effective implementation of the policy, the CSC also called on the DOH to provide the necessary training for physicians who will administer the Drug Dependency Examination, as defined in the said CSC issuance, for personnel who tested positive for drug use.

### Drug test procedures

Based on CSC MC No. 13, s. 2017, agencies must observe the procedures prescribed by DDB in conducting the mandatory drug test, which shall include but are not limited to the following:

- a) The drug test shall only be conducted by a government drug testing laboratory or by a drug testing laboratory duly authorized and accredited by the DOH;
- b) The randomly selected public officials and employees will fill out and sign a chain of custody form issued to them;
- c) The specimen bottles must be properly labelled and taking of specimen samples for screening test must be

done in an area where manipulation (e.g. adding of water) is not possible; and

- d) Specimen samples found positive in the screening test shall be submitted for confirmatory testing within the same day.

The head of office/agency or his/her designated person shall notify the official or employee of the positive result from the confirmatory test, and the latter has 15 days from receipt of notice to challenge the result. Failure to file a challenge within the prescribed period shall make the positive drug test result from the confirmatory test final. A positive result from the challenge test is likewise deemed final.

Any government official or employee who tested positive shall undergo a Drug Dependency Examination to be conducted by the DOH or by any of its accredited medical practitioners to determine whether he/she falls under the category of Experimenter, Occasional User, or Chronic User/Drug Dependent.

An Experimenter shall be required to undergo guidance counselling for six months, while an Occasional User must undergo guidance counselling and monthly drug testing for six months. The official or employee concerned shall shoulder the expenses, and if such activities were done during office hours, the time spent shall be charged against his/her leave credits.

The official or employee must secure a certificate of completion from the attending guidance counsellor that will serve as proof of successful completion of the intervention program.

Within 15 days from receipt of the Drug Dependency Exam results, a Chronic User/Drug Dependent shall undergo mandatory continuous treatment and rehabilitation for at least six months in a government rehabilitation center, a DOH-accredited private rehabilitation center, or through a community rehabilitation program sanctioned under DDB rules. The official or employee concerned shall shoulder the expenses and time spent for the treatment shall be charged against his/her leave credits.

Such official or employee shall not be allowed to return to work without securing first a certificate of completion of his/



her rehabilitation program and clearance from the attending physician.

Officials or employees who refuse, without any valid reason, to submit themselves to drug testing shall be charged with the administrative offense of Gross Insubordination, which could lead to suspension from the service on the first offense and dismissal for the second offense.

Officials or employees who have tested positive and refuse to undergo treatment or fail to complete their intervention program shall be charged with Grave Misconduct, which could result in dismissal from the service on the first offense. Likewise, those found to have used dangerous drugs during the prescribed period of intervention or treatment shall be charged with Grave Misconduct.

Also liable for Grave Misconduct are officials or employees who have tested positive in a random drug test for the second time after completion of treatment or rehabilitation, and those found to have tampered with the result of a drug test, or have interfered in the conduct of a drug test or in the release of results.

Any government official or employee caught using or peddling drugs at any time shall be charged with Grave Misconduct and may also be charged criminally under Republic Act No. 9165 (Dangerous Drugs Act) and other pertinent laws.

Under CSC MC No. 13, s. 2017, government agencies are required to conduct subsequent random testing every two years or less. **R**

## For May 3, 2015 Civil Service Exam passers:

# Claim CSC eligibility card

**T**he Civil Service Commission (CSC) advised passers of the May 3, 2015 Career Service Examination Paper and Pencil Test (CSE-PPT), both Professional and Subprofessional levels, to claim their CSC Eligibility Card.

The CSC said that the Eligibility Card should be claimed at the CSC Regional Office (CSCRO) with jurisdiction over the place where they took the exam. For example, if the examinee took the exam in Quezon City, he/she should claim the card at CSC National Capital Region located on Kaliraya Street, Bgy. Doña Josefa, Quezon City. If the examinee took the exam in Bacolod City, claiming should be at CSC Regional Office No. 6 in Mandurriao, Iloilo City. A directory of CSCROs is available on the CSC website at [www.csc.gov.ph](http://www.csc.gov.ph).

However, those who are currently based in areas far from the original issuing CSCRO may request to claim the card at the CSC Regional or Field Office nearest him/her. The eligible should submit a written request to the original issuing CSCRO stating the reasons for such request, and then wait for further instructions.

The passer should personally claim his/her card and present the following requirements:

- Any of the following ID cards, which must be valid or not expired on the date of claiming: Driver's license, Passport, Professional Regulation Commission (PRC) license, SSS

ID, GSIS ID (UMID), Voter's ID, BIR ID (ATM type/TIN card type with picture), PhilHealth ID (must contain the holder's name, clear picture, signature, and PhilHealth number), Company/Office ID, School ID (valid for the current school year/semester/trimester), Police clearance/Police clearance certificate, Postal ID, Barangay ID, NBI clearance;

- Certification of Eligibility printed on CSC letterhead (if available);
- Application Receipt and/or CSC Official Receipt (if available); and
- PHP200 application fee.

The CSC stressed that only passers of the May 3, 2015 CSE-PPT may get their Eligibility Card. Passers of other exam schedules are advised to wait for further announcements on when they can claim their cards.

The Eligibility Card serves as the holder's proof of civil service eligibility and has no expiration date. The CSC clarified that, despite the issuance of the Eligibility Card, it will continue to process applications or requests for Certification of Eligibility and Authentication of Eligibility for purposes of government employment, promotion, and other appointments. **R**

# Transformational leaders a must in organizations – CSC Commissioner Martinez



*Left photo: CSC Commissioner Robert S. Martinez addresses the Regional Council of Human Resource Management Practitioners in Region X. Right photo: Director III Noemi Rabe-Torres hands the appreciation plaque to Regional CHRMP President Rosario Pelaez as Commissioner Martinez looks on.*

**"L**eaders of today should strive to become transformational leaders; and amidst the challenges of competition, they are able to constantly inspire and motivate their people, constantly aiding their troops to constant change and transformation."

This was stressed by Civil Service Commission (CSC) Commissioner Robert S. Martinez as he addressed human resource practitioners in Northern Mindanao and Northern Luzon.

Speaking before participants of the 2017 Council of Human Resource Management Practitioners Congress held May 22 in Cagayan de Oro, Commissioner Martinez emphasized the need for transformational leaders in today's organizations.

In his keynote message in Cagayan de Oro City, Commissioner Martinez said that challenges experienced by organizations demand "transformational leaders who motivate and inspire others".

Civil Service Commission's assumption of "being a transformational leader in the bureaucracy particularly in Human Resource Management and Organizational Development" was also mentioned. This referred to HR initiatives such as the Program to Institutionalize Meritocracy and Excellence in Human Resource Management or PRIME-HRM—"a mechanism

designed to elevate HRM in the public sector through a three-part process consisting of assessment, assistance, and awarding of HR systems".

The Commissioner reported that 3,687 agencies nationwide were assessed under PRIME-HRM by December 2016. Of these agencies, 393 have reached Maturity Level 2 or higher in at least one (1) HR system.

In Region 10, 123 agencies were already assessed, and 65 were assisted also during the same period. Fifteen (15) agencies were also recognized for reaching Maturity Level 2 or higher—ten (10) of which came from the province of Misamis Oriental.

Commissioner Martinez said that these numbers are a "positive indication that more agencies in this region are starting to put greater attention and value on taking care of its people."

He challenged the HR practitioners to work with the Commission to reach Maturity Level 4 in the Core HR Systems under the Prime-HRM.

"I hope to see all of your agencies receiving awards under the program," he said.

Commissioner Martinez also cited the importance of being transformational leaders. He said that the "inability to motivate and inspire people" is one of the major reasons

in the failure to achieve plans and projects. He also said that organizations need the “kind of leaders that created positive change and influence”.

He urged HR practitioners to “think of more ways on how to become effective leaders,” and “continue to inspire and lead your people towards success.”

Meanwhile, 298 human resource management practitioners (HRMPs) from various government sectors in Region I likewise convened during the 22nd Regional Continuing Professional Education (CPE) at La Union.

The CPE is an annual joint undertaking of the Civil Service Commission Region I (CSC RO I) and the Regional Council of Human Resource Management Practitioners (RCHRMP) in Region I. It was a three-day residential learning and development initiative that aimed to provide an extensive discussion on the theme *“HRMPs Today: Onward to Strategic Human Resource Management and Sustainable Governance.”*

Joining Commissioner Martinez in the convention were Sangguniang Panlalawigan Member Nancy Corazon M. Bacurnay representing Governor Francisco Emmanuel R. Ortega III of the Province of La Union. Bacurnay highlighted the need for the continuous enhancement of the human resource management practitioners’ knowledge, skills, and competence as they have transitioned from their traditional roles to being experts, facilitators, and consultants in managing the most important resource of an organization—the human resource.

Mayor Priscilla M. Martin of Pugo, La Union warmly welcomed all the delegates from the four provinces in the region while Franklin A. Quinzon, President of the Regional CHRMP, applauded in his message the evident strong support of the officers and members of the Council and the solid partnership of the Council and CSC Region I.

The event featured competent subject matter experts, including Jose Mari M. Oquifena who focused his talk on “The Changing Environment of Human Resources” and the “New Paradigms and Strategies in HRM”; Ronniel Jayson S. Mago of HRPSC, CSC who discussed the enhanced maturity indicators of the PRIME-HRM; Dr. Leonarda R. Aguinalde, VP for Administration of University of Cordilleras, Baguio City talked about the role of educational institutions in building the human resource capital; and Divina Gracia L. Madrid of HRPSC-CSC who shared updates and issues/concerns on Qualification Standards. On the third day, participants were also given the chance to clarify matters on CSC rules and issuances. During the “Conversation with CHRMPs”, Commissioner Martinez, along with the CSC RO I officials headed by Acting Director IV Hedy Jose B. Lardizabal and OIC Director III Violeta Nipal-Mendoza, as well as all the Field Directors, responded to queries of the participants.

With the resounding success of the convention, everyone looks forward to join again and be involved in the same event next year. **R**



Seated from left are Director Hedy Jose B. Lardizabal, Mayor Priscilla Martin, and Sangguniang Panlalawigan Member Nancy Bacurnay.



# CSC Region IV awards Best HRMPs



Souther Tagalog's Best. CSC officials pose with Tanauan City OIC-HRMO Jacqueline A. Landicho and Calamba City HRMO Maxima O. Lapastora who were recognized as Best HRMPs. With the winners are (from left) CSC RO IV Director III Fernando O. Mendoza, CSC RO IV Director III Alexis P. Tabino, CSC RO IV Director IV Karin Litz P. Zerna, CSC Commissioner Robert S. Martinez, CSC FO Batangas Director II Allan Poe M. Carmona, and CSC FO Laguna Director II Charity F. Arevalo.

## "It's a tie!"


Thus announced the Civil Service Commission (CSC) Regional Office IV Director IV Karin Litz P. Zerna during the Annual Search for Best Human Resource Management Practitioner (HRMP) in the region.

Jacqueline A. Landicho, Assistant Department Head I of the City Government of Tanauan, Batangas; and Maxima O. Lapastora, Human Resource Management Officer of the City of Calamba, Laguna were both recognized as this year's Best HRMPs.

Among the notable contributions of Ms. Landicho included spearheading Tanauan City's accreditation to the Investors in People (IiP) and the expansion of the city's ISO 9001:2008 Certification to additional sixteen (16) core business processes and its transition to ISO 9001:2015 version. Under her helm, Tanauan City was certified to Maturity Level II on all the four (4) HR Systems under the Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM).

Ms. Lapastora, on the other hand, was named Best HRMP for her HR-related innovations. One of these was the establishment of the Child Minding Center (CMC) of the City of Calamba, where the children of employees are provided with proper care and basic learning activities. She also pushed for the inclusion of job order employees and contract of service workers to the e-Alkansya Program of the Social Security System (SSS).

The awarding ceremony was held during the fellowship night of the Regional Conference of HRMPs in Region IV.

The Search for the Best HRMP in Region IV is an annual undertaking of CSC RO IV that recognizes government employees who have made outstanding contributions and innovations in the field of HR management. The annual search aims to give recognition to the HRMPs to inspire them to further work for the advancement of the HR management profession. 

## Region VII HRMPs sign PRIME-HRM manifesto

One hundred seventy five (175) participants coming from Cebu, Negros Oriental, Bohol, and Siquijor provinces declared their commitment to implement and sustain in their respective agencies the Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM).


Their support was contained in the manifesto signed during the PRIME-HRM Summit held in Cebu City last April 6, 2017. The event's theme was *Embracing Change, Adopting Challenges in Sustaining the PRIME-HRM Journey*.

By signing the said manifesto, HRMPs committed to transform their HRM systems to support the agency's mandate, be empowered in the performance of HR management functions, promote excellent HR management practices, and develop and share gained expertise in the

area of HR management with other government agencies.

Meanwhile, Civil Service Commission (CSC) Regional Office VII hosted the Visayas leg of the Supervisory Development Program (SDP) Training of Facilitators (TOF). Regional Directors, Assistant Regional Directors, Director IIs, and Division Chiefs from CSC Region VI, VII, VIII, X, and XII attended the training at Camputhaw, Lahug, Cebu City.

The SDP-TOF tackled five (5) modules, including achieving leadership effectiveness, aligning organization and people, developing organization and people, empowering and engaging people, and improving team and individual.

Topics include the five (5) basic leadership competencies in alignment with the current thrusts of the Commission. 



## HRMPS: MOVING PEOPLE, CHAMPIONING CHANGE, CONNECTING TO THE WORLD, MANAGING INNOVATION, AND MOLDING VALUES\*

**A**t the onset, allow me to thank Davao Region's Council of Human Resource Management Practitioners for giving me the opportunity to join this gathering of people engaged in human resource management (HRM) and organization development.

I actually welcome invitations to these events because it provides the Civil Service Commission (CSC) the opportunity to touch base and collaborate with human resource management practitioners nationwide in advancing the profession, the science, and the art of HRM. This also heralds an opportunity to take on issues affecting and effecting HR management and renew our call for support in building and maintaining a high performing, competent and credible cadre of government workers.

I have noted the theme you came up with: "HRMPs: Moving People, Championing Change, Connecting to the World, Managing Innovation and Molding Values." The theme underscores 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, advocate for reforms that lead to transformations, aspire for global competence, conceive new ways of achieving breakthroughs, and while doing all these, we need to adhere to the norms of conduct of public officials and employees as required under Republic Act No. 6713.

### THE FUTURE OF HR IN THE PUBLIC SECTOR

The Philippines is the host of the 50th founding anniversary of the Association of Southeast Asian Nations or ASEAN. But more than being mere spectators to the events being organized as the host-country, I encourage every one to be more engaged and become vibrant allies as we envision a one ASEAN community, with one shared identity, one vision.

In the area of human resource, it was said that key to the future of HR especially in the public sector in ASEAN is aligning efforts to the initiatives of our counterparts in the region.

Prior to the country's hosting of ASEAN @ 50, the Philippine Civil Service Commission hosted the final two meetings in its two-year chairmanship of the 18th ASEAN Cooperation on Civil Service Matters (ACCSM) last November. The ACCSM is a forum established as part of the ASEAN Socio-Cultural Community in recognition of the important role of civil service in governance.

The various initiatives in the ACCSM Work Plan aim to position ASEAN as a force that can influence civil service policies and programs not just in the region, but in the world. This then brings to fore today's theme that highlights areas where the Philippine civil service can focus on to complement the efforts of the ASEAN civil service community.

*\*keynote speech delivered by Chairperson Alicia dela Rosa-Bala for the 4th Regional Conference of the Council of Human Resource Management Practitioners of Region XI on April 19, 2017 in Tagum City*

## PRIME-HRM: INSPIRING PEOPLE TO MOVE

One that we can collectively commit is HR transformation. This may range from simple process improvements to the implementation of a new service delivery model in the four core HR functions beginning with the re-evaluation of the existing HR processes and operating model.

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. For example, there is no recruitment manual in place and no database of shortlisted candidates. The agencies' HR systems, practices and competencies still need to be subjected to regular monitoring or assistance by the CSC; HRMOs still need assistance or direction in performing their tasks.

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

Because of PRIME-HRM, the CSC is now able to get a glimpse of the improvements in HRM practice in the bureaucracy. The 393 agencies whose HRM systems are compliant with PRIME-HRM standards and consequently awarded in 2016 is a positive indicator that more and 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.

“ 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. ”

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 Davao Region 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.

## INTEGRATED ARTA (IRTA) PROGRAM: CHAMPIONING CHANGE FOR A CITIZEN-CENTRIC CIVIL SERVICE

If we are to discuss championing change in the public sector, let me tell you about the Putrajaya Joint Declaration on ASEAN Post-2015 Priorities Towards An ASEAN Citizen-Centric Civil Service which the Philippines, as a member of ASEAN, signed in 2015.

The Declaration embodies ASEAN's recognition of the need for civil service reform and greater engagement to meet citizen's needs, welfare and expectations as a people-oriented and people-centered ASEAN Community as well as the importance of good governance in promoting sustainable development in ASEAN. The declaration provides concrete actions that ASEAN Member States collectively and individually commit to which include strengthening good governance, integrity and cooperation in

civil service, capacity building, technical cooperation. ASEAN member states also commit to prioritize good regulatory practices (GRP) and promote the highest standards of professionalism, efficiency, effectiveness, participatory approach, responsiveness, transparency and accountability in the civil service.

For us, a solid commitment to being a citizen-centric is strengthening our good governance and anti-corruption efforts through implementation of Republic Act No. 9485, also known as the Anti-Red Tape Act (ARTA). The law provides uninterrupted service during noon break, elimination of fixing activities and fixers in service offices, establishment of Public Assistance and Complaints Desk, no imposition of additional fees, and maintaining courteous frontline service staff, among others.

Major strides have been made in the past five years in terms of implementing ARTA through its various components such as the crafting and updating of the Citizen's Charter, regular ARTA Watch, conduct of the Report Card Survey, awarding of the Seal of Excellence, learning and development through the Service Delivery Excellence Initiative and operationalization of the Contact Center ng Bayan which is currently servicing President Rodrigo Roa Duterte's 8888 Citizen's Complaints Hotline.

In support of the Philippine Development Plan 2017-2022 which envisions a Citizen-Centered, Clean and Efficient Delivery of Public Goods and Services, the CSC partners with the National Competitiveness Council in using iARTA as a tool to improve the country's global competitiveness ranking. For 2017, government offices identified under the Ease of Doing Business Indicators will go through the RCS, specifically in the areas of Starting a Business, Dealing with Construction Permits, Registering a Property, Trading Across Borders, and Paying Taxes.

I hope that the HRMPs of Davao will continue their support to the iARTA Program. This year, we are commemorating the 10th year of signing into a law of Republic Act No. 9485 or the Anti-Red Tape Act of 2007. Since *Dekada na ang ARTA*, the CSC encourages agencies to participate in the activities that we have planned for the rest of 2017.

Let us continue working together in helping agencies streamline both frontline and backroom processes and re-engineer their service delivery, keeping in mind that client satisfaction is primordial.

## CONNECTING TO THE WORLD: PLAYING A KEY ROLE IN THE ASEAN CIVIL SERVICE

As I have mentioned earlier, the Philippine Civil Service hosted the 18th ACCSM last year and a major outcome of the meeting of the Heads of Civil Service agencies of ASEAN Member States plus three partner countries composed of China, Japan and the Republic of Korea was the approval and adoption of the ACCSM Work Plan 2016-2020. The work plan was the result of a series of consultations and

workshops done during the Preparatory Meeting and Senior Officials Meeting held in April and October 2015, respectively.

The PCSC intends to align its HR and OD programs to support the implementation of the ACCSM 2016-2020 Work Plan so we can collectively leverage the strengths of ASEAN Member Countries through the enhancement

of mechanisms for networking, mutual learning and sharing of experiences; promotion and facilitation of exchange of best practices and other public management innovations; establishment of initiatives to help ASEAN Civil Service develop and adopt cutting-edge practices; and implementation of programs on civil service matters with the support and assistance of ASEAN dialogue partners and regional/international agencies.

## MANAGING INNOVATION: ICT SYSTEMS UPGRADE

The importance of Information and Communication Technology (ICT) within HR emerged as a key to positively impact 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 management helped HRM practitioners do away with pen-pushers' duties, which are

“A solid commitment to being a citizen-centric is strengthening our good governance and anti-corruption efforts through implementation of Republic Act No. 9485, also known as the Anti-Red Tape Act (ARTA).”

mainly administrative. In the past, HR practitioners have fallen into this trap of focusing on administrative nuances. This scenario is especially devastating if we cannot deliver on HR work that matters—the recruitment and development of competent, credible and high-performing employees.

The CSC is now going through transition as it adopts the Human Resource Information System or HRIS. The HRIS is designed to reduce routine transactional and traditional HR activities as it allows organizations to automate its payroll information system, time and attendance monitoring, benefits administration, HR information system or maintenance and updating of the 201 file, and appointment information, among others. For instance, the HRIS has a Biometric Information System which establishes records of employee work hours and prevents punching in for someone out of work. Its Attendance Monitoring System determines whether an employee was actually present in the workplace at any given time. Also, the file management system enables data aggregation for specific purposes such as creation of reports on an office's demographics.

With the adoption of IT-based programs to take care of the transactional aspects of HR management in place, HR practitioners and officers of agencies can redirect their focus on strategic, transformational HR initiatives. For example, you can spend more time crafting a developmental plan that will enable the agency to notch Maturity Level IV under PRIME-HRM.

## THE PUBLIC SERVICE VALUES PROGRAM: MOLDING VALUES

It is unfortunate that some public servants nowadays are caught in the culture of flawed values, where materialism takes precedence over honor, and over respect for human dignity. Self-interest has taken precedence over public good.

The CSC acknowledges the need to go back to our values, focusing on the basic foundation of public service: patriotism, integrity, excellence, and spirituality or the PIES.

The CSC's Public Service Values Program is for executives, middle managers, and employees. It aims to

enable civil servants to reflect on personal and organizational values and commit to strengthen and harness said values to enhance the organization's capability to pursue strategic directions through appropriate programs and interventions. PSVP underscores observance of the basic tenets of public service: Commitment to public interest, Professionalism, Justness and sincerity, Political neutrality, Responsiveness to the public, Nationalism and patriotism, Commitment to democracy, and Simple living.

For those who chose to serve especially those assigned in the frontline, *ang tanong ay hindi dapat, 'ano ang balik sa akin o ano ang mapapala ko?' Dapat laging isaisip ang paggawa ng tama at makabubuti sa nakararami. Kahit walang kapalit na pera o pabuya, kailangang panindigan ang prinsipyo ng matuwid na pamumuhay at pagpanig sa gawang mabuti.*

“The Philippine Civil Service Commission intends to align its HR and OD programs to support the implementation of the ACCSM 2016-2020 Work Plan so we can collectively leverage the strengths of ASEAN Member Countries.”

## THE ROLE OF HRMPs: CSC'S PARTNERS IN ENSURING COMPETENCE AND EXCELLENCE IN PUBLIC SERVICE

This is the part that we will be needing your support, our HRMPs who serve as the CSC's allies towards 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 allow me to dwell on the strategic role that you play as facilitators of change since heads of offices and your co-employees get their cue from you in responding to transformation initiatives.

First, you are the organization's tacticians, being in a strategic position to direct management on how to treat people as the most important assets. As said by HR for Public Sector consultant David Robinson and I quote, “We will continue to witness the conundrum HR faces in the public sector unless transformation is initiated – via a recognition of the need to manage change, deploy new technology and adopt alternative service delivery models – HR professionals will continue to spend most of their time handling non-strategic, transaction-processing work. And unless they are viewed as a strategic asset to the organization, they will never command the respect and resources they need to undertake transformation.”



Another important role of HRMPs is that of being collaborators. Part of your tasks is working with managers and supervisors in assigning employees to various posts in the organization. You are entrusted with the task of ensuring the employees do not become square pegs in round holes.

HRMPs, as catalysts of change, bridge the CSC and the agency. Included in your responsibilities is the implementation of programs such as PRIME-HRM and iARTA. At the onset, these programs may appear to be added work for your respective organizations, but interventions aimed to move people, champion change, connect to the world, manage innovation and mold values—enable us to cope with a more demand-oriented clientele and to deliver services at par with global standards. We recognize though that it is not possible to have perfect 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.

## CONCLUSION

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 lie in your hands. You will influence the course and tide of these initiatives. No matter how good, well thought or grand the CSC's strategies may be, you will pave the way for these HR initiatives to take root and succeed.

“HRMPs, as catalysts of change, bridge the CSC and the agency. Included in your responsibilities is the implementation of programs such as PRIME-HRM and iARTA.”

I want to congratulate CSC Regional Office No. XI led by Director IV Annabelle B. Rosell and the Council of Human Resource Management Practitioners of Region XI for hosting this conference.

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. The least we could do is listen to what you have to say, to consult you, to clarify or explain, everything that a good partner does to make our relationship, this alliance between you and the Commission, not just work, but flourish.

*Maraming salamat at mabuhay ang serbisyo publiko! ®*

Got questions on civil service laws, rules, and regulations?

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

<http://www.csc.gov.ph/forum/>



# FEATURE

## FREEDOM FROM RED TAPE:

# DEKADA NA ANG ARTA

## AT KALAYAAN 2017



CSC Chairperson Alicia dela Rosa-Bala (1st row, middle) gamely holds up a #KontraRedTape placard and poses with the CSC delegation to the Philippine Independence Day celebration in Luneta Park.

The Philippines celebrates its Independence Day to commemorate its freedom from colonial rule. More than a hundred years later, the Philippine government is fighting for another kind of freedom. Government agencies and its clients all want freedom from inefficient service, slow processes, fixing, and corruption. Filipinos all want freedom from red tape.

At the helm of this war is the Civil Service Commission (CSC), tasked to be the lead implementer of Republic Act No. 9485 or the Anti-Red Tape Act (ARTA).

The ARTA is CSC's main weapon to dispel poor performance in public service delivery. The priority is client satisfaction, and each government service office is subjected to strict monitoring on its implementation of the ARTA provisions.

On June 12, the CSC participated in Kalayaan 2017 or the 119th Philippine Independence Day Celebration at the Luneta Park.

CSC Chairperson Alicia dela Rosa-Bala headed the CSC delegation that participated in the ceremonies and parade.

CSC Public Assistance and Information Office Director IV and ARTA Program Management Head Maria Luisa Salonga-Agamata served as a judge on the best booth of participating agencies at the venue.

The CSC booth featured the *Dekada na ang ARTA* exhibit, detailing ARTA milestones from 2007 to 2017.

Visitors of the CSC booth were encouraged to join the #KontraRedTape campaign by posing for photos holding up different ARTA placards.

The exhibit at Kalayaan 2017 also signals the official launch of the *Dekada na ang ARTA*. The next *Dekada* activity was the ARTA Caravan held on July 4-6, 2017 during the 2017 Public Sector HR Symposium at the Philippine International Convention Center. ®






Above: CSC PAIO Director IV and ARTA Program Management Head Maria Luisa Salonga-Agamata speaks about the CSC anti-red tape initiative before the Kalayaan 2017 crowd.  
Below: The CSC's ARTA team in posing for a #KontraRedTape photo.

**#KONTRAREDTAPE** Visitors of the CSC booth had fun posing for their own #KontraRedTape photos in support of the Dekada na ang ARTA celebration. CSC encourages #KontraRedTape photos and posts to be circulated via social media to continue promoting anti-red tape initiatives of the government.







2016 Dangal ng Bayan awardee  
Abner Lawangen teaches rescue  
strategies to young children of  
Tublay, Benguet.

## GREEN WARRIORS: HONOR AWARDEES CHAMPION ENVIRONMENTAL PROTECTION AND CLIMATE CHANGE ADAPTATION

“None of this is rhetoric,  
and none of it is hysteria. It is fact.”

~Leonardo DiCaprio on climate change  
United Nations Climate Summit





**I**n recent years, the world has been watching the effect of climate change as if it were a movie unfolding before their eyes. Our generation has been witness to extremely damaging cyclones, earthquakes that trigger massive tidal waves, and floods that push governments to declare state of emergencies. The National Aeronautics and Space Administration (NASA) states that carbon emission is at an all-time high—surpassing the highest point reached for the last century.

Compelling evidence continues to pile up, and more politicians and celebrities are joining the advocacy. However, many of us are still walking that tightrope between doubting if climate change is all just “hysteria” or if it’s the real thing.

But the most important question is, “Are we ready?”

Two finalists of the 2016 Search for Outstanding Government Workers explore this question as they tackle their job in environmental awareness and protection. They are not in the spotlight, but nonetheless, they are green warriors, quietly doing their jobs while studying data carefully. Theirs are advocacies with no fanfare or funds—they are simply aware of what is happening in their own locality, and they are determined to contribute what they can in climate change mitigation. They share their thoughts with the *Civil Service Reporter*.



# THE VERDANT MOVERS

BALA ELEMENTARY SCHOOL  
DEPARTMENT OF EDUCATION - DIVISION OF DAVAO DEL SUR  
MAGSAYSAY, DAVAO DEL SUR



(Juditha L. Alanano, Ruth L. Basco, Romana S. Basalan [Team Leader], Rosita C. Basinillo, Leslie L. Laborada, Jean L. Lagase, Viminda D. Lausa, Magdalena O. Lee, Estrella A. Ocon, and Delcila R. Quisil)

## REAPING WHAT YOU SOW

What prompted a group of teachers from the Bala Elementary School to turn a small-time *gulayan* project into a two-hectare vegetable garden?

What initially was put up as token compliance to an order issued by the Department of Education to implement the *Gulayan sa Paaralan* Program (GPP) turned into a lucrative endeavor as the program now supplies local produce to the community, provides livelihood to students, parents and teachers, and has taught beneficiaries the technology of organic farming, agricultural management, environmental restoration and sustainable development to students, their families, and the community.

The teachers' efforts in making the GPP a sustainable enterprise became a success as they attended to it past working hours and



Busy bees. The Verdant Movers reap a bountiful harvest from their *gulayan*.

even on weekends, and made it a way of life. Because of their fervor they were able to convince the barangay, municipality, beneficiaries of the Pantawid Pamilyang Pilipino Program or 4Ps, local entrepreneurs, and learners of Alternative Learning S to replicate the *gulayan* in their their own backyards.

Apart from providing livelihood, the GPP of Bala Elementary School is also being tapped to provide sustenance to undernourished students through the conduct of regular feeding program which resulted to the reduction in the incidence of malnutrition in school children.

Income from the vegetable garden is also used to fund improvements in the school's facilities and procurement of instructional materials and school supplies for pupils to improve learning. The effect is evident in the National Achievement Test ratings of pupils which steadily rose by three percent.

Team leader Romana Basalan said that members of the Verdant Movers felt happy and grateful to be recognized, but did not expect to win the Presidential Lingkod Bayan. According to her, "The passion of our team is just working with love without expecting anything in return. Harvesting the yields of the *gulayan* can be compared to harvesting the fruits of our hard work and that is when we see decrease in the percentage of malnutrition among pupils and increase in their academic performance."



# CHANGING APPROACHES TO CLIMATE CHANGE

**B**enguet's resilience against disasters has been tested recently with the effects of climate change. With the rest of the country experiencing erratic weather, extreme typhoons, and frequent earthquakes, Benguet is also bracing for any natural disaster. But instead of leaving it all up to fate, the Local Government Unit of Tublay, Benguet has buckled down to work on more scientific means to adapt to and recover from the effects of climate change. At the heart of Tublay's disaster risk management program is Local Disaster Risk and Reduction Management Officer II Abner Lawangen.

Realizing the urgent need of Tublay to have DRRM programs in place, Lawangen uses his theoretical and technical expertise in environmental management, community relations, and monitoring and evaluation to engage indigenous communities in disaster preparedness. His persistent and passionate approach to advocacy raises the level of awareness and understanding of communities about DRRM. As they say, knowledge is power. Now armed with knowledge on DRRM, the people of Tublay have been empowered to face an uncertain future characterized by climate change.

Lawangen's career is fueled by his responsiveness to the public's needs. Having chosen to address one of the more urgent issues of the times—climate change—Lawangen faces a two-pronged challenge of sharing technical expertise and serving the people. "I do programs and activities in an integrative perspective,"

Lawangen shares. "I deal with issues with consideration of several sectors. I bring the program to the community for the people to easily access and relate to the environmental programs."

Given his serious efforts to battle an equally serious threat, Lawangen's DRRM projects not only gained the support of the local community but also attracted financial aid from the United Nations World Food Programme and AEION Japan Foundation of Japan, boosting the financial capacity of Tublay for DRRM. •



*Local Disaster Risk and Reduction Management Officer II Abner Lawangen is relentless in conducting orientation and training in the communities of Benguet.*



Australia Awards scholar and PGAS IT Department Head Nepthali Morgado is the brains and generous heart behind the Human Resource Information System or HRIS. Together with Governor Adolph Plaza of Agusan del Sur, he is determined to give back to the Philippine government through HR automation.

## The HRIS: When HR and Technology Collide



**I**n an article entitled “Rise of the Machines: What Automation Means for HR”, UK-based HR magazine author Jenny Roper explores how HR has dealt with technology-related opportunities in recent years. She observes HR’s trend to be relatively slow in warming up to innovation compared to other fields that readily ride the waves of change. “With computers now able to replicate processes once thought to be the sole preserve of the human brain, the challenge and opportunity for business is clear,” Roper says. “And yet the urgency with which boards and HR departments are addressing this issue remains surprisingly low.”

### Slow to Adapt: A Global Trend

Roper traces this back to the 1960s, when HR was again the last to embrace the reality of the “contingent workforce”—freelancers, independent contractors, consultants that are now very much a part of any organization’s life force. It’s hard to imagine that HR has initially rejected what is considered a highly normal practice today.

So is HR inherently conservative? Is it slow to adapt because it is carefully protecting time-tested processes? Roper suggests it is more of paranoia—HR has traditionally

assumed the worst scenario in order to examine with caution its next steps. But Roper urges HR to be an active part of major changes in organization design and automation efforts. Not being involved is simply dangerous for HR, she says. To cure some of its paranoia, Roper suggests that HR take a more positive stance. HR should look at change as “more of an opportunity—a chance to work out how technology might augment employees’ day-to-day activities and what kinds of new job descriptions might be created.”

Roper cites the experience of London-based programmer Alexandra Bode-Tunji, who attested to the gains her company has gotten out of technology that far outweighed the risks. “Technology provided a huge opportunity around how to do things differently, to concentrate on the people element



(more),” she shares. With technology, Bode-Tunji finds there is more space to introduce and work out best practices, now that manual process are slowly getting out of the way.

Europe-based telco HR director Toby Peyton-Jones affirms this experience by saying technology has slowly shifted the focus of HR over the years. “Automation could, for many organizations, be an opportunity to really focus and trade on those skills a computer can’t replicate but which are still vital to a business’ success—identified as interpersonal skills, digital know-how, creativity, management and leadership, entrepreneurship, and complex problem solving.”

With technology re-defining how things are done worldwide, it seems that HR has lesser things to be afraid of and more things to be excited about.

## PH: Building a High-Trust Society

With the current administration’s thrust in building a high-trust society, the Civil Service Commission (CSC) continues to lead the way in HR reforms for the Philippine government.

Philippine HR also took a long time to mature. For one, it has borrowed from Western models and therefore dealt with gaps in terms of local customization and applicability. For

another, the local adaptation of HR was largely transactional in nature. It was also only recently that the CSC led the shift from transactional to strategic human resource (HR) and organizational development (OD). This was not an easy task, and it took the collective effort of the CSC, its partners, and human resource management practitioners nationwide to make the transition possible.

Along with the development of HR systems and the pursuit of higher HR maturity levels, the CSC also looked into the modernization of HR processes. eGovernance in the Philippines has been gaining ground in recent years, and automation of systems are now observable in more and more agencies nationwide.

With the CSC’s vision to become globally recognized as a center of excellence for strategic HR and OD, it continues to seek innovation and breakthroughs in the pursuit of public service excellence.

CSC has benefited a lot from its strategic partnerships with local and international organizations. Its partner, the Philippines-Australia Human Resource and Organisational Development Facility (PAHRODF), has been witness to the CSC’s transformation journey. Through PAHRODF’s financial and technical support, the CSC was able to roll out HR initiatives such as the Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM), the Strategic Performance Management System



*During the launch of the HRIS, CSC Chairperson Alicia dela Rosa-Bala (seated) tries for herself the system that was customized for CSC employees.*



Governor Adolph Plaza of Agusan del Sur was excited to share the HRIS with government through the CSC, and is proud of one of his Australia Awards scholars who made this a reality.



Coordination with PGAS was spearheaded Editha M. dela Peña (leftmost) and Director

(SPMS), and the Competency-Based Human Resource Systems (CBHRS). The CSC through PAHRODF was also able to send 69 scholars to Australian universities to get higher degrees in HR management. Currently, there are 12 ongoing scholarships.

The Philippines is currently reaping the benefits of these scholarships. At the CSC, 24 scholars have implemented their Re-Entry Action Plan or REAP.

But the CSC has also benefited from the REAP of a scholar all the way from Agusan del Sur.

## HRIS: Agusan del Sur's Gateway to Modernization

The Human Resource Information System (HRIS) is a software solution that helps automate and manage information on human resources, payroll, management, and accounting activities. It is a web-based, self service system that may be accessed anytime and anywhere.

The system was born through ingenuity and the desire for excellence in HR systems.

Governor Adolph Edward G. Plaza of the Provincial Government of Agusan del Sur (PGAS) has always wanted to leave a legacy of professionalizing his local government unit (LGU). "We are the only LGU with HR as a department—other LGUs would usually have their HR under the Office of

the Governor. We really attempted to professionalize HR," he shares. He sees automation and the use of technology as a means to complement HR professionalization.

"That is why the HRIS is so important," he says. "If they did a manual system it would take long, *aabutin ng ilang araw 'yan, pabalik-balik, bago makuha [ng empleyado] ang kanilang record*. With the existing HRIS, *in less than an hour kuha na lahat ng records mo. So nakakatulong tayo sa mga empleyado*."

Governor Plaza says the automation of systems had a huge effect on the behavior of employees. They are now more used to fast and efficient processes that eliminate subjectivity and promote integrity. They became more conscious of getting things done as straightforwardly as possible.

However, Governor Plaza admitted that introducing HR reforms needed to be done slowly. "I needed to empower my department heads first, pinpoint the people with potential, and at the same time exhibit command responsibility. I've tried micromanagement and *nagka-ulcer ako*. So I asked for help, and people were willing to help me out. *Nakita ko kung ano ang nakikita nilang magandang gawin*. They submit it to me, both problem and solution, then *pag-aaralan ko*, I discuss it with them. It's really more of empowering them and trusting them."

Certainly, Governor Plaza needed all the help he could get. Fortunately, the support he needed was available. "With the help of Australia Aid and the Department of Foreign Affairs and Trade, *napadala po natin sa Australia [ang ibang empleyado]*," he says, recognizing the valuable contribution of scholars in





by the CSC-OHRMD, headed by Director IV III Noreen Boots Gocon-Gragasin (rightmost).



CSC Commissioner Robert S. Martinez (leftmost) along with Chairperson Bala get a taste of the HRIS, accessing their accounts during a live test.

the development of PGAS programs. One PGAS scholar, Nepthali Morgado, is an Information Technology Officer. He finished Graduate Diploma in Information Technology from the Queensland University of Technology, Australia in 2008. At the onset, he had in mind the automation of HR processes as a way to improve the performance of his office. Initially, PGAS already had some automation in place, but its usability was hampered by lack of know-how. It was not rising to its full potential.

Morgado wanted to take automation to new heights. Using his newfound knowledge and skills, he buckled down to work and launched what was to be known as the HR Information System or HRIS.

“One of my REAPs was to revisit our system on HR management. I intended to re-design and develop the system, and to encourage employee participation,” Morgado explains. “By working on the HRIS, we are decentralizing the functions of the HR management office to the employees in the organization. That way, our HR office could focus more on the strategic direction of the provincial government and in developing programs that would enhance the competencies required in the discharge of the performance of their functions in the office for employees.”

Morgado recalls that while the project was well-intentioned, there was, as always, resistance to change. This was mainly due to insecurities on the employees’ part in jumping onto the technology wagon. “Some say ‘we don’t have the knowledge’, or ‘we are not techie enough,’” Morgado shares.

“But the challenge for me and my team was to capacitate the employees. We conducted literacy training on the basic functionalities of the computer, and consistently informed them on how to properly use the system. Eventually, the employees learned to love the HRIS. *Nakasanayan na rin nila kung papaano gagamitin* ‘yung system for their convenience.”

With the HRIS in place, PGAS employees can now access HR services online. They can view their HR files whenever, wherever. If they are on vacation leave, they can file for extension of their leave without having to return to the office. These new conveniences opened up employees to the possibilities that technology offered.

However, Morgado faced another challenge—there were inconsistencies in the HRIS data. “We were just building on what has been built before, so there were actually messy data in the system,” Morgado recalls. “So I told my team that we can enhance it, we can polish it, we rectify the inconsistencies along the way. That’s our goal—to come up with a very reliable source of information for the decision makers.”

Morgado also emphasizes the principle of shared responsibility. “By this time, I could not say that we really have good data, we have a good system but the data depends on the user. If the user’s intention is to help the organization, they have the motivation to do it right.”

He also admits that the downside of the system is that it will just facilitate whatever data has been entered into it. “As they say, garbage in, garbage out,” says Morgado. “So we



constantly do social marketing for behavioral change—we share with employees the value of having good quality data that is going to be put into the system.”

Such a huge project required more than individual commitment. It's a good thing that Morgado had his backup. “It's very fortunate for me—the powers of the universe connived just to make the implementation of this system and PGAS a success. One factor is the executive sponsorship of the governor. [Our governor] really wants to improve the process, cut short the time, make things more efficient, be more effective in doing the usual things in the office. He sets the tone and everybody else follows. And it seems that I owe the department heads for their support for not resisting and not questioning [the HRIS initiative], probably because they understood the purpose of having the system in the organization.”

Morgado's skills and Governor Plaza's vision complemented each other well.

“It's really more of leveling up *para sa institusyon na aking dinadala ngayon*. Because at the end of the day, *gusto kong makagawa ng kakaiba*. Kasi I think *eto 'yung purpose of being a public servant—ibigay mo lahat ng nalalaman mo para sa ikabubuti ng institusyon, para sa taumbayan na aking kinasasakupan*,” Governor Plaza explains.

With all the hard work and coordination going into the HRIS, one would think Governor Plaza would have it patented or limited for the exclusive use of PGAS. But he went the opposite direction. Just as Morgado has freely and enthusiastically shared his expertise with his office, Governor Plaza was as eager to share the innovation with the rest of the Philippine government, starting with the CSC.

“When CSC approached me [about using our HRIS, I said] why not? This may be the start—the CSC may invite or promote [the HRIS] to all other line agencies,” Governor Plaza says. “*Ito 'yung legacy na pwede kong iwan*.”

## Paying it Forward

Coordination between PGAS and the CSC was spearheaded by the Philippines-Australia Human Resource and Organisational Development Facility (PAHRODF) and the CSC


Office for Human Resource Management and Development (OHRMD). The system had to be customized for the CSC, thus it underwent a lot of re-designing. Finally, it was launched on June 2, 2017 at the CSC Central Office. The Commission warmly welcomed Governor Plaza who headed the PGAS delegation, which included Morgado and his IT team. They discussed with CSC officials and employees the journey that led to the creation of the HRIS. Ms. Nardia Simpson, Counsellor of the Department of Foreign Affairs and Trade of the Australian Embassy; Mr. William Tan, Portfolio Manager of the PAHRODF and Australia Awards; and PAHRODF Director Milalin S. Javellana also attended the launch.

The CSC's HRIS has five built-in components: the biometric information system, the time and attendance monitoring system, the personnel information system or 201 file manager, the appointment information system, and the payroll information system.

HR transactions at the CSC was previously paper-based and processed manually. With the HRIS, faster retrieval and accurate processing of data is made possible. This enables the CSC to reduce both cost and time in maintaining manual processes. By eliminating laborious procedures, CSC OHRMD will now be able to shift its focus to more important things such as better analysis of data to support decision making, more meaningful career planning and counseling at all levels, and better ability to respond to changes.

The system is also transparent—it breaks down centralized HR processing and transfers it to a more accessible platform. CSC employees may now personalize their accounts, monitor their attendance, and plan their career advancement through the HRIS.

Excellent HR practices directly translate to public service excellence. A healthy organization is able to deliver its services well to its clients. That is why empowering agencies and developing individuals through HR excellence are crucial to bringing about real change.

HR may have taken a long time to warm up to technology, but now that the automation of HR process is catching up in the Philippines, we could only predict that the transition from transactional to strategic HR may be closer to fruition than we think. 

# ACCREDITATION OF GOVERNMENT SERVICE: EXEMPTION FROM CSC MC NO. 25, S. 2014

Number : 1700951\*  
Promulgated : Jun 05, 2017

## RESOLUTION

**WHEREAS**, Section 12 (17), Title I, Subtitle A, Book V of the Administrative Code of 1987 (Executive Order No. 292), conferred on the Civil Service Commission the power and function to *“administer the retirement program for government officials and employees, accredit government services and evaluate qualification for retirement”*;

**WHEREAS**, the Civil Service Commission issued several resolutions from 1993-2002 providing guidelines in the accreditation of government services and setting deadlines for the processing of requests;

**WHEREAS**, Section 1, Rule I of the 2017 Omnibus Rules on Appointments and Other Human Resource Actions reiterates the tenet that *“the State shall insure and promote the Constitutional mandate that appointments in the Civil Service shall be made only according to merit and fitness”*;

**WHEREAS**, Section 1, Rule VI of the 2017 Omnibus Rules on Appointments and Other Human Resource Actions emphasizes that: *“No official or employee shall be required to assume the duties and responsibilities without being furnished with a copy of his/her appointment by the HRMO after it is signed by the appointing officer/ authority”*;

**WHEREAS**, it is stated in Section 6, Rule VI of the said Omnibus Rules that *“the services rendered by any person who was required to assume the duties and responsibilities of any position without an appointment having been issued by the appointing officer/authority shall not be credited nor recognized by the Commission and shall be the personal liability of the person who made him/her assume office”*;

**WHEREAS**, the Commission in Resolution No. 062179 dated December 6, 2006, adopted and promulgated the policies and guidelines for the accreditation of government service allowing continuous accreditation of government services rendered pursuant to defective or inexistent appointments regardless of the period the services were rendered, except for those who have already retired from the service;

**WHEREAS**, the Commission modified its policy of excluding retired government employees from seeking service accreditation, hence, promulgated Resolution No. 1400554 dated April 11, 2014, allowing the accreditation of services of employees who availed the Executive Order No. 366<sup>1</sup> despite their having already retired from the service;

**WHEREAS**, the Commission, based on a series of consultations with the CSCROs, was informed that the continuous accreditation of service has indirectly encouraged agencies not to strictly follow CSC policies on appointments;

**WHEREAS**, the Commission promulgated Resolution No. 1401316 dated September 12, 2014 and implemented thru CSC Memorandum Circular No. 25, s. 2014, amending Section A of Resolution No. 062179 dated December 6, 2006 providing that actual services rendered starting January 1, 2015 pursuant to a defective or without appointment shall no longer be credited as government service. However, officials and employees who rendered actual services before January 1, 2015 pursuant to defective appointments or without any appointment, except those who have retired under existing laws, but not under EO No. 366, may still submit the request for the inclusion of said services with the CSC Regional Offices (CSCRO) concerned until the last working day of 2014 only;

**WHEREAS**, the Commission and CSCROs continued to receive individual and agency requests for accreditation of services in 2015 up to present, the main reasons being cited by the requesting parties include lack of knowledge about the policy and limited time to file the request;

**WHEREAS**, certain agencies moved for exemption from CSC MC No. 25, s. 2014 and these include the Philippine Charity Sweepstakes Office (PCSO), Information and Communication Technology Office (ICTO) and Light Rail Transit Authority (LRTA);

**WHEREAS**, the request of PCSO was for an approval to continuously transmit request for accreditation of services of the affected employees due to defective appointments until March 30, 2016. However, per coordination with PCSO HR Office, it

appeared that the PCSO was not ready yet to transmit the request for accreditation of services as the requirements are still being collated;

**WHEREAS**, the PCSO represented that its Rationalization Plan was approved on April 1, 2013, fully implemented on August 27, 2013 and completed on September 18, 2014. Thus, when CSC MC No. 25, s. 2014 was issued on October 23, 2014, the affected employees had less than three (3) months to prepare the documentary requirements for accreditation of services;

**WHEREAS**, while the Commission has granted the affected employees of the ICTO as well as others who have already retired under EO No. 366 exemption from Section 100, Rule 21 of the RRACCS and allow the re-evaluation of their requests for the accreditation of their services despite retirement to support payment of the differential of their incentives to be paid by the DBM, CSC MC No. 25 only allows the submission of request for accreditation until the last working day of 2014;

**WHEREAS**, the LRTA, on the other hand, had cases of late submission of Report of Appointments Issued (RAI), invalidated appointments and non-renewal of appointments, all of which are subject of a request for an extension of time to file for service accreditation;

**WHEREAS**, LRTA's request is for the affected employees to have ample time to comply with the requirements for accreditation so that they would not incur gap in services for purposes of computing separation benefits for those separating from the LRTA and for qualification to loyalty award for those staying with the LRTA;

**WHEREAS**, the Commission affirms its stand to be consistent with its policy to promote the Constitutional mandate that appointments in the civil service shall be made according to merit and fitness and to stop the practice of agencies in requiring employees to report for work even without the proper appointment paper. However, for humanitarian consideration, the Commission may reconsider the cases of employees of ICTO and PCSO who retired or were affected by EO No. 366;

**WHEREAS**, the same humanitarian consideration may be given to employees of LRTA whose appointments were submitted late and/or invalidated or not renewed for purposes of payment of separation benefits and loyalty award;

**WHEREAS**, there could be other government employees similarly situated with employees of ICTO, PCSO, and LRTA to whom such consideration may be extended;

**WHEREFORE**, the Commission **RESOLVES** to **EXEMPT** the following from Section A of CSC MC No. 25, s. 2014:

1. Former employees of ICTO and PCSO affected by EO No. 366;
2. Employees of LRTA whose appointments were submitted late and/or invalidated/not renewed; and

3. Employees in the government who are similarly situated with the employees mentioned in Item Nos. 1 and 2 hereof.

These employees are given until December 31, 2017 to submit their request for accreditation, with complete requirements, to the CSC RO concerned.

The CSC RO and Field Office Directors are directed to:

1. Facilitate the processing of the requests for accreditation of service of all concerned employees affected by EO No. 366, those employees of LRTA whose appointments were submitted late and/or invalidated or not-renewed, and those similarly situated; and
2. Entertain requests to reconsider all previously denied requests under the situations cited above, upon filing of the proper request and submission of the required and necessary documents in support thereof.

The Commission **RESOLVES FURTHER** that employees whose appointments are disapproved/invalidated on grounds which do not constitute a violation of pertinent laws<sup>2</sup> need not request accreditation of services. The services rendered are credited as government services and the appointees are entitled to the payment of salaries from the government as *de facto officer*.

Quezon City.

(Sgd.) **ALICIA dela-ROSA-BALA**  
Chairperson

(Sgd.) **ROBERT S. MARTINEZ**  
Commissioner

**VACANT**  
Commissioner

Attested by:

(Sgd.) **DOLORES B. BONIFACIO**  
Director IV  
Commission Secretariat and Liaison Office

<sup>1</sup> Directing a Strategic Review of the Operations and Organizations of the Executive Branch and Providing Options and Incentives for Government Employees who may be Affected by the Rationalization of the Functions and Agencies of the Executive Branch

<sup>2</sup> Civil Service Law, rules and regulations, the Board/Bar, Local Government Code of 1991 (RA No. 7160), Publication Law (RA No. 7041, the Omnibus Election Code (BP Blg. 881) and other pertinent laws.



# GUIDELINES ON ACCREDITATION OF AN EMPLOYEES' ORGANIZATION IN CASE OF MERGER OF AGENCIES

Number : 15, s. 2017\*  
Promulgated : May 18, 2017

## PSLMC RESOLUTION

**WHEREAS**, a duly registered employees' organization can only be accredited as the sole and exclusive negotiating agent (SENA) of a particular negotiating unit in an agency if it has majority support of the rank-and-file employees;

**WHEREAS**, a merger of an agency with another will result to either an entirely new organizational unit/agency composed of the merged agencies or a "surviving" organizational unit/agency wherein other agencies are being absorbed or attached thereto;

**WHEREAS**, the merger may create a hiatus whenever the different agencies have their own registered employees' organizations;

**WHEREAS**, when there exist two or more registered employees' organizations within the merged agency, any of the registered employees' organizations has three options in acquiring the accredited status, namely: 1. Certification Election; 2. Merger; and 3. Consolidation;

**WHEREAS**, the law only allows one accredited employees' organization within an agency to represent the negotiating unit;

**WHEREAS**, when two or more registered employees' organizations merge into single employees' organization/entity, only one employees' organization will retain its existence as the surviving employees organization while the other employees' organizations will cease to exist;

**WHEREAS**, when there are two or more registered employees' organizations, they may consolidate to form an entirely new employees' organization under a new name;

**WHEREAS**, petition for merger or consolidation of employees' organizations shall be filed with the DOLE-BLR or the DOLE Regional Office;

**WHEREAS**, the certificate of registration to be issued by the DOLE-BLR and CSC to a consolidated employees' organization shall indicate the following: (a.) the name and address of the employees' organization; (b.) the names of employees' organizations that were consolidated; and (c.) new registration number of the employees' organization, if applicable;

**WHEREFORE**, the Council **RESOLVES** as it is hereby **RESOLVED** that in case of merger of agencies, the employees' organizations may undertake any or a combination of the following options:

### 1. Merger

The petition for merger of employees' organizations shall include the following:

- (a) the name/s and address/es of the employees' organizations to be merged;
- (b) name and address of the agency;
- (c) total number of rank-and-file employees in the subject negotiating unit;
- (d) resolution by the Board or officers of each concerned employees organization adopting the merger;
- (e) ratification by simple majority of members of each concerned employees' organization or national union;
- (f) the new/amended constitution and by-laws;
- (g) the name of the surviving employees' organization.

### 2. Consolidation

The petition of consolidation of employees' organizations shall include the following:

- (a) the name/s and address/es of the employees' organizations to be consolidated;
- (b) name and address of the agency;
- (c) total number of rank-and-file employees in the subject negotiating unit;
- (d) resolution by the Board or officers of each concerned employees organization adopting the consolidation;
- (e) ratification by simple majority of members of each concerned employees' organization or national union;
- (f) the constitution and by-laws of the consolidated employees' organization;
- (g) the names of the new officers of the consolidated employees' organization.

3. **Certification Election**

The provision laid down in Rule IX of the Implementing Rules and Regulations of Executive Order No. 180 as amended, shall apply.

4. **Agreement among all the existing registered employees' organizations to designate one of them to represent the negotiating unit**

- a) Resolution by the Board or officers of each concerned employees' organization to enter into an agreement to designate one of the existing employees' organizations as the Sole and Exclusive Negotiating Agent;
- b) Ratification by simple majority of the members of each concerned employees' organization of the said resolution, including an authorization for their respective representatives to execute such agreement;
- c) Agreement designating the Sole and Exclusive Negotiating Agent;
- d) Proof that the majority of the total members of the employees' organizations is not less than the majority of the total rank-and-file employees of the negotiating unit.

This Resolution shall take effect fifteen (15) days after its publication in a newspaper of general circulation.

Quezon City.

(Sgd.) **ALICIA dela ROSA-BALA**  
Chairperson, Civil Service Commission  
CHAIRPERSON

(Sgd.) **JOEL B. MAGLUNSOD**  
Undersecretary  
FOR

**SILVESTRE H. BELLO III**  
Secretary, Department of Labor and Employment  
VICE-CHAIRPERSON

(Sgd.) **ERICKSON B. BALMES**  
Undersecretary  
FOR  
**VITALIANO N. AGUIRRE II**  
Secretary,  
Department of Justice  
MEMBER

(Sgd.) **GIL S. BELTRAN**  
Undersecretary  
FOR  
**CARLOS G. DOMINGUEZ**  
Secretary,  
Department of Finance  
MEMBER

(Sgd.) **BENJAMIN E. DIOKNO**  
Secretary, Department of Budget and Management  
MEMBER

Attested by:

(Sgd.) **ALAN F. ALEGRIA**  
Director IV, Human Resource Relations Office  
Civil Service Commission  
Head, PSLMC Secretariat



BANGKO SENTRAL NG PILIPINAS

***Kabuhayan ay palaguin,  
pag-iimpok sa bangko  
ay ugaliin.***





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