

# THE CIVIL SERVICE REPORTER

**GAWING LINGKOD BAYANI ANG BAWAT KAWANI**

Volume 63 No. 3

3rd Quarter 2022 Issue

Online activities and special treats  
offered to gov't workers

Photo contest winners  
highlight **resilience**



CA confirms  
CSC Chief Nograles



CS exams yield  
**35k passers**,  
top performers  
bared



CSC  
holds virtual  
HR Symposium



CSC  
Contact Center  
ng Bayan marks  
decade of service

Cover Story

CSC leads virtual forum  
on resilience to launch  
122nd Philippine Civil  
Service Anniversary

Executive Letter

Modernizing the Civil Service:  
The Next Six Years

CCB  
Virtual Summit  
Watch Party  
photos



*Pangulong Ferdinand R. Marcos Jr.  
Republika ng Pilipinas  
Para sa Pagdiriwang ng ika-122 Anibersaryo ng  
Serbisyo Sibil ng Pilipinas*

**I**sang malugod na pagbati sa labat ng mga kapwa kong lingkod bayan sa Komisyon sa Serbisyo Sibil sa pagdiriwang ninyo ng ika-isandaan at dalawampu't dalawang anibersaryo.

Sa ating masayang paggunita sa mga tagumpay na inyong nakamit, mababatid nating malayo na ang ating narating. Ikinararangal ko na maging bahagi ng inyong selebrasyon ngayong taon, kung kailan ipagtitibay natin ang pagkakaisa tungo sa ikauunlad ng ating paglilingkod sa mga kapwa nating Pilipino. Tunay na mahalaga ang inyong gagampanan sa pamabalaan sapagkat tinitiyak ninyong karapat-dapat ang galing ng mga lider at kawani na magsisilbi sa gobyerno.

Patuloy sana ninyong paigtingin at pagbutihin ang inyong pangangasiwa sa pangkalabatang prosesong nagsasaayos at nagpapatibay ng antas ng serbisyo sa pamabalaan at pampublikong mga tanggapan sa ating bansa.

Hangad ko ang isang maligayang pagdiriwang para sa inyong ika-isandaan at dalawampu't dalawang anibersaryo.

Mabubay ang labat ng ating mga lingkod bayan!

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**for the 1st Sem of 2021**

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# PUBLIC DOMAIN

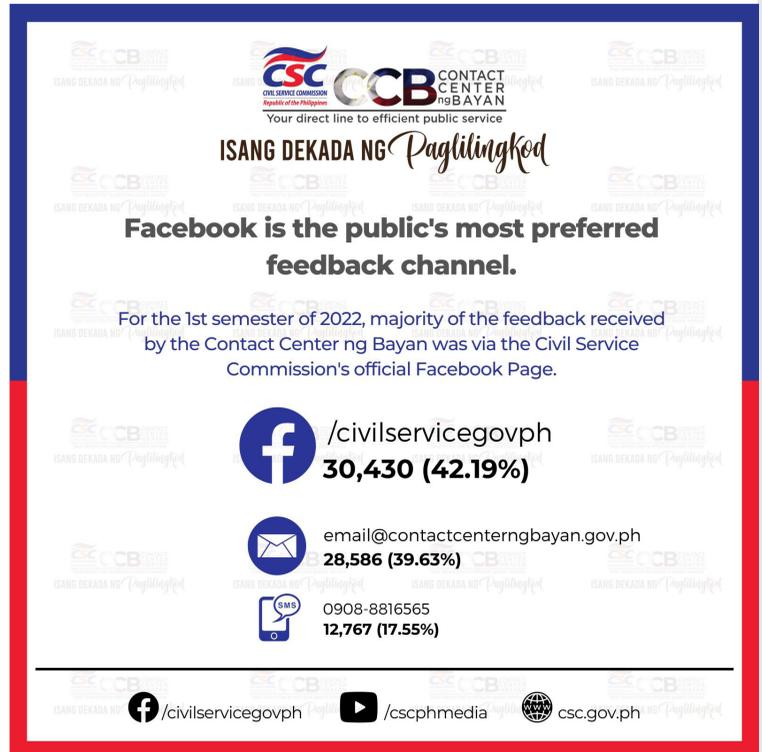
## CSC call center acts on 99% of complaints, requests for assistance

In support of the call for government agencies to remain responsive as the country cautiously emerges from the COVID-19 pandemic, the Civil Service Commission's (CSC) public feedback facility, the Contact Center ng Bayan (CCB), posted a resolution rate of 99.80% for all transactions received by end of June 2022.

From 1 January to 30 June 2022, the CCB received a total of 72,119 transactions. Of said transactions, 71,978 (99.80%) are already resolved, with the CCB directly acting on the requested assistance, or referring the concern to the proper government agency and monitoring until its resolution.

CSC Chairperson Karlo Nograles said, "Providing swift and appropriate action on citizen's feedback is our agency's top priority. The CCB remains one of our most important programs to assist Filipinos with issues on government transactions, as well as generating data that can help agencies analyze and improve their own service quality."

During this period, majority or 42.9% of CCB clients sent their feedback through the CSC's official Facebook page at [www.facebook.com/civilservicegovph](https://www.facebook.com/civilservicegovph). The next most popular channels preferred by clients are email (39.63%) and SMS



(17.55%) sent to [email@contactcenterngbayan.gov.ph](mailto:email@contactcenterngbayan.gov.ph) and 0908-8816565, respectively.

Meanwhile, 0.45% of client feedback on CSC services came from the Citizens' Complaint Center Hotline 8888, which were endorsed to the CCB. For this, CCB achieved a 97.55% resolution rate.

CCB recorded 2,753 complex transactions, which requires action of other government agencies for the 1st semester of 2022. The majority of the complex transactions were requests for assistance from clients with a total of 1,774 (64.44% of the total number of complex transactions); followed by complaints (729 or 26.48%), and commendations or messages of appreciation (161 or 5.85%).

In terms of complaints, the CCB achieved a resolution rate of 91.50% (667 resolved complaints vs. 729 total complaints received). The most common complaints against government agencies in 2022 were still on slow process, discourtesy, poor service/ facility, failure to act on request, and unattended hotline numbers.

“Slow process” consistently topped the list of complaints for the past 10 years. From the 24.49% in 2021, complaints on “slow process” rose to 29.49% in the first half of 2022. Complaints against “discourtesy” came in second.

The top ten agencies with the most number of complaints in the early part of 2022 include the Department of Education (DepEd), Land Transportation Office (LTO), Bureau of Internal Revenue (BIR), Social Security System (SSS), Department of Health (DOH), Department of Foreign Affairs (DFA), Land Registration Authority (LRA), Department of the Interior and Local Government (DILG), Department of Social Welfare and Development (DSWD), and Home Development Mutual Fund (HDMF).

Despite getting many complaints, the DSWD garnered the highest resolution rate of 93.33%, followed by the HDMF at second place with 92.86%.

“We commend all agencies that are working hard to abide by the law and make their services more accessible and efficient for the people. At the same time, we call on those who still lag behind to work with the CSC in reviewing and enhancing their human resource or HR systems and processes in order for such improvements to translate to more effective public service delivery,” Chairperson Nograles said.

### **Contact Center ng Bayan: Isang Dekada ng Paglilingkod**

Chairperson Nograles noted that the CCB has received and acted on more than one million concerns of the Filipino people on government frontline services since it was established in 2012 through the joint initiatives of the CSC and the Department of Information and Communications Technology (formerly National Computer Center).

“In its 10 years of existence, the CCB has served as a bridge between customers and the government.

Data generated by the facility has been credited by government agencies as basis for improving the quality of service delivery,” the CSC chief said.

He cited the SSS as an example. “For instance, the SSS, due to its inclusion in the list of most complained government agencies, pushed for digitalization and the process of acquiring new digital infrastructure for the improvement of its services to its members and pensioners,” the CSC chief said.

The CSC added that, in former President Rodrigo Roa Duterte’s Final Report to the People (2016-2021), themed *Tatag at Malasakit Tungo sa Pagbangon: Sustaining Our Nation’s Gains Amidst Unprecedented Challenges*, the CCB was cited as one of the mechanisms through which the government has effectively responded to public concerns.

According to the report: “The ARTA and Civil Service Commission (CSC) has also worked hand-in-hand to resolve issues raised by Juan and Juana dela Cruz regarding the lousy accommodation of public requests and delays in government transactions through the CCB. This allowed both agencies to break bottlenecks in bureaucratic processes and go after incompetent public officers who make our people undergo needless waiting and its resultant stress.”

The 10<sup>th</sup> anniversary celebration of the establishment of the CCB was part of the activities lined up for the 122<sup>nd</sup> Philippine Civil Service Anniversary this September. Dubbed *Isang Dekada ng Paglilingkod*, the event highlighted the CCB’s milestones and contributions to citizen engagement, feedback management, and service delivery improvement.

For more information, contact the CCB through the CSC official Facebook Page at [www.facebook.com/civilservicegovph](http://www.facebook.com/civilservicegovph), [email@contactcenterngbayan.gov.ph](mailto:email@contactcenterngbayan.gov.ph), and SMS 0908-8816565. •



[contactcenterngbayan.gov.ph](http://contactcenterngbayan.gov.ph)



[email@contactcenterngbayan.gov.ph](mailto:email@contactcenterngbayan.gov.ph)



0908-8816565



1-6565 (via PLDT landline)



[/civilservicegovph](https://www.facebook.com/civilservicegovph)



[/cscphmedia](https://www.youtube.com/cscphmedia)



[csc.gov.ph](http://csc.gov.ph)

# FROM THE CHAIRPERSON'S DESK



The cover story of the 3<sup>rd</sup> quarter issue of the CS Reporter (pp. 30) features capsules of the insights from the panel of experts in future-proofing organizations and building resilience shared during the virtual launch held 8 August 2022. For one, Undersecretary Goddes Hope Libiran of the Department of Budget and Management allayed public misconceptions on rightsizing, reiterating that it is not in any way a mass layoff of civil servants.

To quote DBM Undersecretary Libiran, “The National Government Rightsizing Program or the NGRP is a reform initiative that primarily aims to achieve simplicity, economy, and efficiency in the bureaucracy. We want the right number of right people in agencies, working on the right things. *Gusto po nating simplehan ang mga opisina at proseso para lalong mapabilis ang ating pagseserbisyo.* So in line with this, I would like to emphasize that rightsizing is NOT downsizing.”

For the Citizen’s Guide on pp. 26, we put the spotlight on the 10<sup>th</sup> anniversary of the Contact Center ng Bayan. Dubbed as *Isang Dekada ng Paglilingkod*, the event highlighted the CCB’s milestones and contributions in citizen engagement, feedback management, and service delivery improvement.

In HR Spotlight on pp. 44, we feature the roster of speakers of the 2022 Public Sector Human Resource Symposium. Themed, Building Resilient Organizations: Honing Agile and Future-Ready Leaders and HR Practitioners, the symposium focused on the strategic role of government leaders and HR practitioners in building resilient organizations as well as in developing resilient human capital. Resilience is especially important with the need to overcome challenges caused by the COVID-19 pandemic and adapt to emerging technologies.

We hope that you will enjoy reading and learning from the stories on human resource management, leadership, and resilience from this issue of the CS Reporter.

(Sgd.) **Atty. KARLO A. B. NOGRALES**  
Chairperson

**W**e dedicate this 3<sup>rd</sup> quarter issue of the Civil Service Commission’s official magazine to the celebration of the 122<sup>nd</sup> Philippine Civil Service Anniversary or PCSA. *Ang taunang pagdiriwang ng PCSA ay isang paraan upang bigyan ng karampatang pagkilala ang ating mga lingkod bayan para sa kanilang mga kontribusyon sa pagbibigay ng serbisyo publiko at pagpapaunlad ng bayan.*

The PCSA commemorates the establishment of the Philippine Civil Service by virtue of Public Law No. 5 (An Act for the Establishment and Maintenance of an Efficient and Honest Civil Service in the Philippine Islands) on 19 September 1900. This is also pursuant to Presidential Proclamation No. 1050, series of 1997 signed by former President Fidel Valdez Ramos declaring the month of September as the Civil Service Month. The PCSA is NOT the anniversary of the CSC, but that of the whole Philippine civil service.

# Readership SURVEY

## Tell us what you think about the Civil Service Reporter magazine.

We hope that you would take time to answer this short questionnaire to help us improve our upcoming issues and determine the mode(s) of publication best suited for our readers.

All the information collected from this survey shall be treated with strict confidentiality and shall be used only for feedback processing. Personal information shall NOT be shared with third parties. An informant has the right to request for the deletion of his/her data from the host's records provided that the host has already processed the survey responses for appropriate usage.

Answer the survey online (<https://bit.ly/CSReporterSurvey2022>) or accomplish this physical survey, snap a photo and email to [paio.pmr@gmail.com](mailto:paio.pmr@gmail.com) with the subject line "CS Reporter Survey".

Should you have any concern regarding this survey, please send an email to [paio.pmr@gmail.com](mailto:paio.pmr@gmail.com) with the subject "Civil Service Reporter magazine survey".

Thank you.

- How did you know about this survey?
  - CSC website ([csc.gov.ph](http://csc.gov.ph))
  - CSC Facebook Page ([fb.com/civilservicegovph](https://fb.com/civilservicegovph))
  - Hard copy of the Civil Service Reporter magazine
  - PDF copy of the Civil Service Reporter magazine
  - CSC eNewsletter
  - Other: \_\_\_\_\_
- Date of answering this survey: \_\_\_\_\_
- Email address: \_\_\_\_\_
- Age:
  - 18-24
  - 25-34
- Gender:
  - 35-44
  - 55-64
  - 45-54
  - 65+
- Gender:
  - Female
  - Male
  - LGBTQ+
  - Prefer not to say
- Location
  - National Capital Region
  - Region I - Ilocos Region
  - Region II - Cagayan Valley
  - Region III - Central Luzon
  - Region IV A – CALABARZON
  - Region IV B – MIMAROPA
  - Region V - Bicol Region
- Government employee?
  - Yes
  - No
- Region VI - Western Visayas
- Region VII - Central Visayas
- Region VIII - Eastern Visayas
- Region IX - Zamboanga Peninsula
- Region X - Northern Mindanao
- Region XI - Davao Region
- Region XII – Soccsksargen
- Region XIII – Caraga
- CAR - Cordillera Administrative Region
- BARMM – Bangsamoro Autonomous Region in Muslim Mindanao

### FOR GOVERNMENT EMPLOYEES:

- Years of service in the government
  - 1-5
  - 6-10
  - 11-15
  - 16-20
  - 21-25
  - 26-30
  - 31-40
  - 41 years and above
- Sector
  - National Government Agency
  - Local Government Unit
  - State University or College
  - Government Owned and Controlled Corporation
  - Local Water District
  - Government Financial Institution
  - Other: \_\_\_\_\_
- Position classification
  - First Level
  - Second Level
  - Third Level

### FOR NON-GOVERNMENT EMPLOYEES:

- Which of the following best represents your sector/occupation?
  - Private sector
  - Civil society organization/non-government organization
  - Student
  - Looking for job opportunities
  - Other: \_\_\_\_\_

### READERSHIP

- How do you usually get a copy of the Civil Service Reporter magazine? (tick all answers that apply)
  - Hard copy (mail subscription)
  - Hard copy (in a CSC office)
  - Hard copy (in my organization)
  - Soft copy/PDF (downloaded from CSC website)
  - Soft copy/PDF (link posted on CSC's Facebook Page)
  - Soft copy/PDF (downloaded from a CSC eNewsletter)
  - Soft copy/PDF (link sent by a colleague)
  - Other: \_\_\_\_\_
- Which format of the CS Reporter would you read most likely?
  - Hard copy
  - PDF/digital copy
  - Online magazine/magazine website
- I have been reading the Civil Service Reporter for:
  - Less than a year
  - 1-2 years
  - 3-4 years
  - 5 years or more
- Featured topics which I find most useful (pick up to three topics):
  - New CSC issuances
  - Special eligibilities
  - Public sector unionism
  - Human interest or stories of public servants
  - HR issuances and policies
  - Civil Service Examinations
  - Legal opinions
  - Training programs
  - HR insights and tips
- CS Reporter should feature more articles on (pick up to three topics):
  - New CSC issuances
  - Special eligibilities
  - Public sector unionism
  - Human interest or stories of public servants
  - HR issuances and policies
  - Civil Service Examinations
  - Legal opinions
  - Training programs
  - HR insights and tips
- How do you dispose old copies of the CS Reporter? (choose up to two only)
  - Throw in a bin
  - Sell to a recycling center/junk shop
  - Give old copies to friends
  - Recycle or reuse
  - Donate
  - Other: \_\_\_\_\_
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## CA confirms CSC chief Nograles, vows to professionalize gov't workforce

The Commission on Appointments (CA) on 7 September confirmed the renomination of Atty. Karlo A. B. Nograles as chairperson of the Civil Service Commission (CSC).

President Ferdinand R. Marcos Jr. renominated him as the CSC's chairperson-designate in June 2022.

"From when Chairperson Nograles came in last March, the Commission was full steam ahead in coming up with evidence-based programs and human resource management policies focusing on professionalizing the civil service," said Commissioner Aileen Lourdes A. Lizada, adding that, "our officials and employees are eager to continue working with him on the laid-out plans and much-needed civil service reforms."

Included in CSC Chairperson Nograles' priorities for the CSC is to change outdated modes of service delivery through proactive HR policies and programs, digitalization, and upskilling of the government workforce. He cited the need to prioritize learning and



CSC Chairperson Nograles during the deliberation of his appointment



*CSC Chairperson Nograles with members of the Commission on Appointments*



*CSC delegation having a photo opportunity after CSC Chairperson Nograles' appointment deliberation*

development and meeting the needs of the workforce so that in turn, they will be adaptive and agile in the delivery of services even amid crises or emergencies.

“We are banking on his experiences in leading the executive and legislative branches, and bringing together the different agencies of government as CabSec especially during a time of global crisis, to help the CSC ensure that 1.8 million human capital of the public sector are given the necessary competence to be resilient and

future-ready,” added the CSC Commissioner.

The confirmation of Chairperson Nograles completes the CSC’s three-member Commission en banc, composed of a chairperson and two commissioners. The latter seats are presently occupied by Commissioners Lizada and Ryan Alvin R. Acosta who joined the CSC in December 2018 and February 2022, respectively.

Nograles served three terms as representative of the 1st District

of Davao City from 2010 to 2018, during which he chaired the Committees on Labor and Employment (16th Congress) and Appropriations (17th Congress). After which he was appointed as Cabinet Secretary by former President Duterte in November 2018. Under the former president’s administration, he also served as acting presidential spokesperson and co-chair and spokesperson of the Inter-Agency Task Force for the Management of Emerging Infectious Diseases (IATF-EID).<sup>®</sup>

## Biggest conduct of civil service exams held since start of pandemic

The Civil Service Commission (CSC) held the Career Service Examination (CSE) Professional and Subprofessional levels in pen-and-paper mode and the Intermediate Competency on Local Treasury Examination (ICLTE) last 7 August.

It was the biggest turnout of examinees in a single day since the COVID-19 pandemic started in 2020.

The CSE-Professional test was taken by 117,907 or 93.92% of the registered 125,541 examinees. Meanwhile, 20,764 or 93.54% of the 22,199 expected examinees took the Subprofessional level.

In addition, 379 examinees or 87.13% of the 435 registered examinees were able to take the ICLTE.

“The administration of the CSE is a way to uphold and realize the principle of merit and fitness in the civil service. And with merit and fitness upheld, we could somehow hope that high-performing, competent, and credible civil servants are placed

in government to fulfill our public service mandate,” explained CSC Chairperson Karlo Nograles on the relevance of the CSE.

No untoward incidents were reported among the examiners and examinees alike. “I was able to visit three testing centers yesterday—the General Emilio Aguinaldo School, Imus Kaagapay SPED Center, and the Paaralang Elementary ng Palico—to get a feel of the preparations and exam administration. We thank everyone for the strict observance of the health and safety protocols the CSC has put in place,” said Chairperson Nograles.

“Seeing examinees adhering to the health and safety protocols to safeguard themselves, the proctors, and all the personnel in the testing centers against COVID-19 infection



is a welcome development. It is a signal that we can increase testing center capacity in the coming administration of the CS exams to make room for more examinees who want to obtain civil service eligibility and join the public sector workforce," he added.

Chairperson Nograles also cited the efforts of partners in the local government units, the Department of Education, especially the teachers who served as room examiners and proctors, and all those who assisted the CSC in the administration of the exams.

The career service examination is a general ability test designed to measure and assess an individual's general scholastic aptitude. Passing rate is 80.00.

Passing the Professional level will result in the conferment of corresponding Career Service Professional eligibility, a second level eligibility appropriate for appointment to second and first level positions in the government.

Conversely, the Career Service Subprofessional eligibility, which results from passing the Subprofessional exam, shall be appropriate for appointment to first level (clerical) government positions. The CSC stressed, though, that both eligibilities shall not apply to positions involving practice of profession that require an appropriate license, and those positions covered by special laws.

On the other hand, ICLTE forms part of the assessment of the Department of Finance (DOF) in the selection, appointment, designation, and promotion to higher positions in the local treasury service. As such, passing the ICLTE does not confer civil service eligibility.

The complete list of successful examinees of the 7 August career service Professional and Subprofessional examinations may be accessed at the CSC website [www.csc.gov.ph](http://www.csc.gov.ph) by 6 October.

Examinees, both passed and failed, can generate their individual test result or rating through OCSEGRS or the Online Civil Service Examination Result Generation System by 21 October 2022. OCSEGRS can also be accessed through the CSC website.

For ICLTE, test results will be released to the DOF-Bureau of Local Government Finance (BLGF) by 17 September. Any concern on the ICLTE results should be coordinated directly with the DOF-BLGF, the CSC said. 

*About the photos: CSC Chairperson Karlo Nograles visited General Emilio Aguinaldo School, Imus Kaagapay SPED Center, and the Paaralang Elementarya ng Palico, three of the testing venues for the 7 August Career Service Examination-Pen and Paper Test, to inspect the site and the actual examination administration process.*



## CS exams yield 35K passers, top performers bared

The Civil Service Commission (CSC) administered eight (8) written eligibility examinations in the first half of the year, resulting in a total of 35,382 passers.

Said eligibility exams include the Career Service Examination-Pen and Paper Test (CSE-PPT) for Professional and Subprofessional levels conducted on 13 March and 19 June 2022; and the Fire Officer Exam (FOE), Penology Officer Exam (POE), Basic Competency on Local Treasury Exam (BCLTE), and CSE for Foreign Service Officer (CSE-FSO), all held on 24 April 2022.

### CSE-PPT

The CSC conferred Professional and Subprofessional eligibilities on 33,175 individuals after passing the 13 March and 19 June CSE-PPT. This represents 16.59% of the 199,950 combined examinees for both levels.

For the 13 March CSE-PPT, Rae Recy Bagonoc from Bangsamoro Autonomous Region in Muslim Mindanao (BARMM) bested 56,980 examinees of the Professional level with a rating of 87.81, while Nenita Liis from Cordillera Administrative Region (CAR) topped the Subprofessional test among 13,853 examinees with an 86.05 rating. Completing the list of top passers are: For the Professional level –

Francis Benedict Bernas (Western Visayas) with a rating of 87.65; Jim Ealphealo Mijares (Central Visayas), 87.50; Simon Hildawa (NCR), 87.43; Shiaire Mae Bautista (NCR), 87.38; Jacob Gomez (Southern Tagalog), 87.35; Renato Timbal Jr. (Bicol Region), 87.34; Jason Nuñez (Davao Region), 87.28; David Ian Paz (Cagayan Valley), 87.22; and Iris Karn Magallanes (Western Visayas), 87.14.

For the Subprofessional level – Renee Rio Picpican (CAR), 85.81; Layra Marie Bactung (Western Visayas), 85.79; Alevir Niño Nabor (Western Visayas), 85.74; Mia Rose Guadalupe (Bicol Region), 85.70; Charisse Joy Castañeda (NCR), 85.69; Jema May Balano (Eastern Visayas), 85.50; John Randolph Velasco (Southern Tagalog), 85.29; Venus Angela Grajo (Bicol Region), 85.28; and Cyril NJ Rodil (Southern Tagalog), 85.12.

For the 19 June CSE-PPT, leading the 109,228 examinees of the Professional level is Pauline Delgado from NCR after garnering a rating of 96.77. Other top passers of the Professional level are Flor Ann Liby Pueblos (Caraga) and Hannah Mariz Rodulfo (Bicol Region), 96.13; Neil Alden Belen (Central Luzon), Kent Elmann Cadalin (CAR), and Maria Luisa Victoria Sabban (Cagayan Valley), 95.81; Christian Bosch Taylan (Cagayan Valley), 95.48; and Danielle Celine Martinez (NCR), Bless Ivy Montes (Ilocos Region), Mary Grace Padin (NCR), and Lovely Dianne Sampaga (NCR), 95.16.

The Subprofessional test, with 19,889 examinees, was topped by John Patrick Laspiñas from Davao Region with a rating of 95.74. Top performers of this level include Romeo Josef Conel (Cagayan Valley), Bernardo Salgado Jr.

(Southern Tagalog), and John Elmer Tagbago (Southern Tagalog), 95.32; Alrea Cuabo (Davao Region), Michaela Marie Malaya (Southern Tagalog), Jennilyn Odanos (CAR), Rachell Tanglao (Central Luzon), and Diana Torrestre (Bicol Region), 94.89; and Jewel Karisha Daria (CAR), Rica Mae Dayondon (Zamboanga Peninsula), and John Dave Ruelos (Cagayan Valley), 94.47.

Passers of the CSE Professional are conferred the Civil Service Professional Eligibility, which is needed and appropriate for appointment to both first level (clerical) and second level (technical) positions in the government, including executive/managerial positions in the second level. In contrast, the CSE Subprofessional passers are conferred the Civil Service Subprofessional Eligibility appropriate for first level positions in the government.

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

### FOE, POE

A total of 1,553 examinees passed the FOE, and 385 others, the POE. Said figures represent 16.50% out of 9,411 examinees and 17.23% out of 2,235 examinees who took the FOE and POE, respectively. Garnering a rating of 92.47, Peter John Lawas from Bicol Region topped the FOE, while Jumel Gamboa from Western Visayas topped the POE with a rating of 91.28.

Completing the list of top examinees for the FOE are Jay Presga (SOCCSKSARGEN) and Levi Ephraim Leonardo (NCR) with a rating of 91.17; Harvieneil Acu (NCR), 90.39; Sixto Arniel Moratalla Jr. (NCR), Jose Caesar Almeda (Caraga), and Meek Garwin Allauigan (Southern Tagalog), 89.09; and Jessen Joy Ricacho (Southern Tagalog), Marjun Ibieza (Western Visayas), and Dale Jordan Garcia (NCR), 88.83.

Top performers of the POE are Leinelyn Grace Capuz-Soriano (Ilocos Region), 91.03; Irish Adrienne Gumaru (NCR), 90.77; Joshua Benedict Azañes (NCR), 90.26; Don Luis Barawid (Eastern Visayas), 89.74; Carmela Ramos and Juan Miguel Soriano (NCR), 88.46; Jobert Doctolero (CAR), 88.21; and Mark Bryan Cruz and Marygrace Magdadaro (Northern Mindanao), 87.69.

The resulting Fire Officer Eligibility and Penology Officer Eligibility are both second level eligibilities specific and appropriate for second level ranks in the fire protection, and jail management and penology services, respectively, and other functionally related services. However, the appropriateness of these eligibilities does not include ranks under the Philippine National Police, the CSC clarified.

### **BCLTE**

The Local Treasurer Eligibility (LTE) was conferred on 180 individuals after passing the BCLTE. The figure

represents 17.84% of the 1,009 total examinees.

Christian Ollero from Ilocos Region led the Local Treasurer eligibles after garnering a rating of 92.17. Other BCLTE top passers are Richard Adrian Pintucan (Cagayan Valley), 91.88; Julie Anne Amistoso (Western Visayas), 91.30; El-din Hazraf Hadjinor (SOCCSKSARGEN) and Imari Plana (Eastern Visayas), 91.01; Arlette Karen Barrientos (Western Visayas) and Florence Cabling (Central Luzon), 90.72; Leonard Servedad (Western Visayas) and Resie Viloría (Cagayan Valley), 89.28; and Marivic Gonzales (Central Luzon) and Joselle Mariya Arcibal (Ilocos Region), 88.99.

The LTE is a second level eligibility appropriate for appointment only to Local Treasurer and Assistant Local Treasurer positions, and to positions under the Financial Services that do not involve practice of profession and are not covered by Bar/Board or special laws.

The CSC said that the institution of the LTE is part of the Standardized Examination and Assessment for Local Treasury Service or SEAL program of the Department of Finance, which seeks to professionalize the ranks and improve the competencies of treasurers. It is also seen to significantly improve recruitment and selection process in the local treasury service.

### **CSE-FSO**

A total of 89 examinees, comprising 18.70% of the 476 total number of examinees, passed the CSE-FSO conducted in eight regions.

Top passers mostly came from NCR where the concentration of examinees was. They are Luigi Karlo Miguel Judan with a rating of 86.79; Ariane Kirstie De Guzman, 86.04; Nicole Anne Mempo, 85.66; John Malcolm Aniag, Paul Jan Patrick Natividad, Chamaine Amir Graham, and Mark Andrew Elepaña, 85.28; Angelica Ocampo, 84.91; and Erickopaolo Tolentino and Aaron Adalbert Bernardo, 84.53. Also garnering 84.91 rating is Renson Bernabe from Cagayan Valley.

The CSC said that the 89 passers will be conferred the Career FSO Eligibility, adding that this eligibility, comparable to the Career Service Professional Eligibility, is appropriate to first level (clerical) and second level (technical) positions in the government that do not involve practice of profession and are not covered by Bar/Board or special laws.

The complete list of successful examinees of the 13 March 2022 and 19 June 2022 CSE-PPT, and the 24 April 2022 FOE, POE, BCLTE, and CSE-FSO can be accessed at the CSC website at [www.csc.gov.ph](http://www.csc.gov.ph). 



### **ADVISORY ON RESUMPTION OF REFUND**

Registered examinees of the cancelled Career Service Examination-Pen and Paper Test (CSE-PPT) which was supposed to be held on 15 March 2020 may still claim the refund of their PHP500 application fee until 14 March 2025. For details, please refer to CSC Examination Advisory No. 12, s. 2022 in the CSC website or coordinate with the concerned CSC Regional or Field Office.



CSC Commissioner Aileen Lourdes A. Lizada and employees from the CSC Central Office participate in the virtual Zumbayani, the official kick-off activity of the 122<sup>nd</sup> Philippine Civil Service Anniversary last 1 September.

## Online activities and special treats offered to gov't workers

Weekly online activities and special treats were made available for government workers for the whole month of September in celebration of the 122<sup>nd</sup> Philippine Civil Service Anniversary (PCSA).

The Civil Service Commission (CSC) partnered with various government agencies and private establishments to bring health and wellness, skills-oriented activities, and special discounts for civil servants.

On Week 1 or *Linggo ng Lingkod Bayani*, the CSC kicked off the month-long anniversary with an

online *Zumbayani* on 1 September. Proceeds of the activity will go to the *Pamanang Lingkod Bayani* (PLBi) program, a special project honoring civil servants who died in the line of duty.

Upon registration to the *Zumbayani*, each participant was given a voucher with codes to access selected films from the Film Development Council of the Philippines' website at <https://fdcpchannel.ph>.

Government workers are encouraged to support the PLBi program as help to the families of fellow state employees who lost their lives in the service of the Filipino. Through the program, the families of qualified nominees are provided with one-time financial assistance, as well as scholarship opportunities in partnership with the Philippine Association of State Universities and Colleges.

Highlight of Week 2 or *Linggo ng Paglilingang ng Yamang Tao* was the 2022 Public Sector Human Resource Symposium. Considered as the largest gathering of human resource practitioners in

government, it was held virtually for the second year on 14-16 September.

Themed, *Building Resilient Organizations: Honing Agile and Future-Ready Leaders and Practitioners*, the symposium focused on the strategic role of government leaders and HR practitioners in building resilient organizations as well as in developing resilient human capital.

For Week 3 or *Linggo ng Malasakit*, the CSC collaborated with JobStreet Philippines to bring together agencies and job seekers in a virtual venue for a convenient hiring and application process. The Government Online Career Fair or GOCF was held on 19-23 September.

Meanwhile, the CSC's Contact Center ng Bayan (CCB) celebrated its 10<sup>th</sup> year as one of the Philippine government's main feedback facilities through a virtual summit streamed live on 27 September.

The event, dubbed *CCB: Isang Dekada ng Paglilingkod Virtual Summit*, highlighted



CSC Chairperson Nograles (center) and SM Supermalls President Steven Tan (2nd from R) present the signed Memorandum of Agreement providing special treats to government workers for the 122<sup>nd</sup> Philippine Civil Service Anniversary.



CSC Chairperson Nograles delivers his message of appreciation to SM for recognizing the contributions of public servants in nation-building.

the accomplishments of the facility together with its partner agencies, and recognized the 20 top performing agencies with the highest resolution rates for complaints for the past decade. It also featured messages from President Ferdinand R. Marcos Jr. and Vice President Sara Zimmerman Duterte.

The CCB also launched its commemorative coffee table book during the program. The digital version will be available to all government agencies through the

CSC and CCB websites, as well as the CSC Facebook Page.

An Appreciation Program for Government Frontliners and Workers capped the month-long celebration on Week 4 or *Linggo ng Pasasalamat*. On 28 September, a virtual program was held to honor government frontliners and their priceless contributions in mitigating the effects of the COVID-19 pandemic as well as other crises experienced since last year.

Along with these virtual activities, CSC, with its partner organizations, offered special treats to provide government workers with respite from the challenges and transitions given the new normal in the workplace, and at the same time, to promote productivity and well-being.

### **SPECIAL TREATS FOR GOV'T WORKERS, CSC INKS PARTNERSHIP WITH SM**

For the 122<sup>nd</sup> PCSA, CSC inked a partnership with SM Supermalls on 26 August 2022 at The Block Atrium SM North. CSC Chairperson Karlo Nograles and SM President Steven Tan led the MOA signing.

“This Memorandum of Agreement solidifies SM’s support in recognizing the contributions of the 1.8 million government workforce in nation-building. Ultimately, our *lingkod bayan*, our true public service heroes, will benefit from this partnership in the form of special sales and discounts,” said Chairperson Nograles.

*(continued on page 18)*

# Online activities ... from page 17



CSC Chairperson Nograles with SM President Steven Tan during the MOA signing.



CSC Chairperson Nograles and SM President Steven Tan are joined by Mr. Sam Manglicmot (leftmost) and Director IV Maria Luisa Salonga-Agamata (2nd from L), both from the CSC, and SM Supermalls Senior Vice President for Operations Bien Mateo (rightmost).

This year, 70 SM Stores nationwide held a Civil Service Day Sale from 23-25 September, offering PHP300 off for a minimum of PHP3,000 single-receipt purchase upon presentation of SMAC + government employee ID. Discount was valid for both in-store and personal shopper transactions. Aside from this, special promos were offered in various retail outlets in SM Supermalls, including

entertainment hubs and arcades, food court establishments, as well as in SM's amusements parks and online shopping site.

Other companies that offered special treats include Majesty Driving School, Casa Emilia, Star City, Enchanted Kingdom, Anthony Audio Speaker, Ramada Hotel Manila, RedDoorz, FlexiSpot, RCC Amazing Touch, Dermcare,

Asian Eye Institute, Pet Express, Ideal Vision, Henry's Cameras, Grab Philippines, and Automobile Association of the Philippines.

In partnership with the Department of Tourism, discounts were also extended by the National Parks Development Committee, Duty Free Philippines Corporation, and a number of hotels and resorts. In partnership with the Department of Transportation, MRT-3, LRT-2, and PNR gave free rides to government workers on 19 September.

The complete roster of participating public and private organizations for the offering of the 122nd PCSA Special Treats is on page 51.

## 122ND PCSA

The annual celebration of the Philippine Civil Service Anniversary commemorates the signing of Public Law No. 5 (An Act for the Establishment and Maintenance of an Efficient and Honest Civil Service in the Philippine Islands) on 19 September 1900. The celebration is also pursuant to Presidential Proclamation No. 1050, series of 1997 signed by the late President Fidel Valdez Ramos declaring the month of September as the Civil Service Month.

The PCSA has a 10-year overarching theme, *Transforming Public Service in the Next Decade: Honing Agile and Future-Ready Servant-Heroes*, which reflects the collective experience of the government workforce in the new normal, and in pushing for digital transformation and innovations to uphold public service excellence and continuity. ®

# CSC's contact center marks decade of service

The Civil Service Commission's (CSC) Contact Center ng Bayan (CCB) celebrated its 10th anniversary on 27 September 2022 with a virtual summit, where it bared its accomplishments as one of the Philippine government's main feedback facilities.

The event, dubbed *CCB: Isang Dekada ng Paglilingkod Virtual Summit*, highlighted the facility's decade-long service as the Filipino citizen's direct line in providing feedback on the efficiency of government service delivery.

Part of the summit was the recognition of top 20 agencies with the highest resolution rate for complaints for the past decade. Leading the pack is the Department of Public Works and Highways with a resolution rate of 98.99% (1,171 resolved out of 1,183 complaints); followed by the Metropolitan Manila Development Authority with 98.55%; Philippine Overseas Employment Administration, 98.32%; Department of Labor and Employment, 97.82%; and Department of Foreign Affairs, 97.35%. (see table for complete list)

The virtual summit is part of the activities held by the CSC in

## CCB CONTACT CENTER ng BAYAN TOP 20 AGENCIES WITH HIGHEST RESOLUTION RATE IN 2022

1		Department of Public Works and Highways 98.99% (1183/1171)	Department of Social Welfare and Development 94.35% (1044/985)	11
2		Metropolitan Manila Development Authority 98.55% (759/748)	Department of the Interior and Local Government 94.09% (1218/1146)	12
3		Philippine Overseas Employment Administration 98.32% (535/526)	National Bureau of Investigation 93.97% (1029/967)	13
4		Department of Labor and Employment 97.82% (689/674)	Philippine Statistics Authority 93.95% (992/932)	14
5		Department of Foreign Affairs 97.35% (2413/2349)	Department of Environment and Natural Resources 93.08% (751/699)	15
6		Bureau of Immigration 97.19% (570/554)	Land Registration Authority 92.67% (1718/1592)	16
7		Philippine National Police 96.87% (2559/2479)	Social Security System 92.64% (3912/3624)	17
8		Land Transportation Franchising and Regulatory Board 96.52% (1091/1053)	Professional Regulation Commission 92.01% (776/714)	18
9		Local Water Utilities Administration 95.77% (520/498)	Department of Education 91.94% (2159/1985)	19
10		Bureau of Customs 95.39% (542/517)	Home Development Mutual Fund 91.45% (1824/1668)	20

line with the 122nd Philippine Civil Service Anniversary this September.

### CCB'S ROLE

In a message to the CSC aired during the program, President Ferdinand R. Marcos Jr. said, "Tunay na mahalaga ang inyong ginagampanan sa pamahalaan sapagkat tinitiyak ninyong karapat-dapat ang galing ng mga lider at kawani na magsisilbi sa gobyerno," adding, "Patuloy sana ninyong paigtingin at pagbutihin ang inyong pangangasiwa sa pangkalahatang prosesong nagsasaayos at nagpapatibay ng antas ng serbisyo sa pamahalaan at pampublikong mga tanggapan sa ating bansa."

Vice President Sara Z. Duterte also offered a congratulatory message. "Sa unang dekada ng paglilingkod ng CCB, marami nang nagbago sa serbisyo publiko. Lumakas na ang feedback mechanism at citizen engagement sa ating pamahalaan. Isa ito sa best practices na nakita ko sa Davao, at nagawang palawakin sa ilalim ng pangangasiwa ng aking ama sa buong Pilipinas," she said.

Meanwhile, CSC Chairperson Karlo Nograles recognized the CCB's role as "an effective citizen engagement mechanism" for lodging feedback on the quality of public service delivery.

(continued on page 20)

## Decade of service ... from page 19

He vowed to support measures to improve the facility, saying, “The CCB has already acted on more than a million queries, complaints, and requests for assistance, with a high resolution rate of 99.80% as of the first semester of this year. Thus, the Commission commits to support the modernization of the CCB facility to further improve its efficiency and responsiveness so it can continue serving the transacting public for the next decade.”

Chairperson Nograles also thanked CCB’s public sector partners. “Since its humble beginnings, to its eventual in-house management at the CSC, to its hosting the 8888 Citizen’s Complaint Center, we truly thank each government agency and each client that the CCB has worked with,” he said.

### OVER 1M TRANSACTIONS

The CCB can be reached through text messaging/SMS to 0908-8816565, email to email@contactcenterngbayan.gov.ph, the CCB website at www.contactcenterngbayan.gov.ph, and CSC’s official Facebook Page/Messenger at <https://www.facebook.com/civilservicegovph>.

It receives complaints on government offices’ non-conformance with their respective Citizen’s Charters; requests for assistance on pending requests and applications; queries on procedures and requirements; suggestions for further improvement of systems and processes; and commendation/appreciation of efficient service.

By the end of 2021, CCB has handled 1,082,122 transactions since its beginnings in 2012.

From January to August 2022, it processed 94,090 transactions or an average of 506 per day.

Of the transactions referred to other government offices and CSC offices, 61.58% were requests for assistance, 28.16% were complaints, 6.85% were commendations and messages of appreciation, 2.5% were queries, and 0.91%, suggestions.

Most of these transactions were received through the CSC Facebook Page/Messenger account (41.95%), followed by email (39.75%), SMS/text messaging (17.64%), CSC Facebook Page comments (0.12%), mail (0.11%), calls (0.01%), and from walk-in customers (0.01%). The remaining 0.41% were transactions received through the Hotline 8888 referred by the Office of the President’s Complaint Center.

By the end of August 2022, the CCB posted a resolution rate of 99.82% for all transactions. The resolution rate for complaints was at 95.97%.

### EVOLUTION

Phase 1 of the CCB project implementation was fully outsourced to a private service provider from its launch on 27 September 2012 to 31 March 2014. It was then a 10-seat hosted facility that addressed general concerns from the public as well as specialized concerns directed to six (6) participating agencies: CSC, Information and Communications Technology Office, Bureau of Internal Revenue, Philippine Health Insurance Corporation, Department of Health, and Department of Trade and Industry.

After the launch, the Land Registration Authority; Philippine

Atmospheric, Geophysical and Astronomical Services Administration; and Social Security System also interconnected with the CCB platform.

All complaints under Republic Act No. 9485 (Anti-Red Tape Act of 2007) were forwarded directly to the CSC Special Action Team for referral preparation and monitoring of agencies’ actions and corrective measures.

Phase 2 of the CCB was managed by the Polytechnic University of the Philippines from 1 April 2014 to 31 March 2015. It served as transition for the establishment of an on-premise facility at the CSC.

CCB’s Phase 3 began on 1 April 2015 with the launch of a contact center facility at the CSC Central Office, fully managed by the Public Assistance and Information Office. It had 15 agents and operated from Monday to Friday, 8 a.m. to 5 p.m., except holidays.

On 1 August 2016, the CCB facility was tapped to temporarily handle the operations of the Citizen’s Complaint Hotline or Hotline 8888 of the Office of the President. As the CCB managed Hotline 8888, call transactions increased dramatically. The CSC hired 30 additional agents and extended its operations to 24 hours, 7 days a week.

When the operations of Hotline 8888 was turned over to the Office of the President on 4 November 2017, the CCB reverted to its original operating hours. <sup>®</sup>

*Photos from the virtual summit are on pages 26-27.*

# CONTACT CENTER ng BAYAN (CCB) Virtual Summit Watch Party

*We thank you for celebrating with us!*

The CSC's CCB truly appreciates the enthusiastic participation of government agencies, Bilis Aksyon partners, human resource management officers, and civil servants nationwide who tuned in to the CCB: Isang Dekada ng Paglilingkod Virtual Summit on 27 September 2022.

We are sharing some of the photos of group watching activities.

Once again, the CCB sends its heartfelt thanks for tuning in and for supporting it for the past decade!



Employees of the Land Transportation Franchising and Regulatory Board Region III during the organized watch party of the CCB virtual summit.



The Cebu City Assessor's Office took a short break from their busy grind to watch and enjoy the CCB's virtual summit.



Cagayan de Oro is in full support as the City Information Office and City Health Office ensured uninterrupted delivery of services during their CCB Virtual Summit Watch Party.



The Bureau of Fire Protection-Dinalungan, Aurora also tuned-in to the CCB's virtual summit.



CSCRO VII was in full force to ensure smooth conduct of the 122<sup>nd</sup> PCSA kick-off.

## CSCRO VII celebrates 122<sup>nd</sup> Philippine Civil Service Anniversary

*“It is not the strongest of the species that survives, nor the most intelligent; but it is the one most adaptable to change.”*

This quote from Charles Darwin on resilience served as the opening spiel of CSC Regional Office VII Director IV Carlos A. Evangelista during the kick-off of the 122<sup>nd</sup> Philippine Civil Service Anniversary in Central Visayas.

The activity was aired live by partner radio program “Alagad sa Serbisyo Sibil” in DYMR and streamed online via the FB pages of CSCRO VII, Radyo Pilipinas-Cebu,



CSCRO VII Director IV Carlos A. Evangelista during the simultaneous broadcast of the kick-off of the 122<sup>nd</sup> Philippine Civil Service Anniversary in Central Visayas.

and the Philippine Information Agency-Region 7.

During the kick-off, CSCRO VII provided a teaser on the lined-up activities for the 122<sup>nd</sup> PCSA. This initiative aims to achieve wider dissemination of information on the celebration, encourage participation, and increase engagement from the stakeholders and the public to the different activities.

Among the CSCRO VII activities scheduled for the 122<sup>nd</sup> PCSA are the following: Online Photography Contest, Online Zumba and Film Showing, PCSA Kick-Off Activity (Quiz Bee and Digital Filmmaking Contest), One CSC and Unified Flag Raising Ceremony, Regional Awards Rites, Stories on Resiliency (Forum), HR Symposium, Holy

Mass, Gov’t Online Career Fair (GOCF), Retirees’ Homecoming, Outreach Activity, CCB 10<sup>th</sup> Virtual Summit, Appreciation Program for Frontliners, CSC Praise Award, and CSC RO VII Family Day.

Questions from the online community were directly addressed during the broadcast of the activity. Meanwhile, Ms. Anabelle C. Lagrosas facilitated the question and answer portion.

In the closing message of CSCRO VII Director III Ariel B. Bacatan, he encouraged agency heads to undertake parallel activities in celebration of the 122<sup>nd</sup> PCSA especially those that will highlight the theme, “Transforming Public Service in the Next Decade; Honing Agile and Future-Ready Servant Heroes.” •

# CSC Caraga holds HR Congress; awards regional exemplars

The Civil Service Commission (CSC) Caraga held the first 2022 Caraga Human Resource Congress on 24-26 August 2022 via the Zoom platform.

With the theme, "Shaping Public Servants into Future Proof Lingkod Bayani: The Future of Employee ENGAGEMENT," the learning and development intervention aims to motivate and inspire HR leaders and practitioners to embrace flexibility, foster employee-centric culture, apply key drivers of employee engagement, reinforce employee connection and create employee engagement plan.

It was the first online HR Congress conducted by the CSC Caraga since the start of the pandemic, garnering a total of 357 participants from different national and local agencies across the region. It was led by CSC Chairperson Karlo A. B. Nograles together with Commissioners Aileen Lourdes A. Lizada and Ryan Alvin R. Acosta.

The participants were provided insights on organizational resilience and workforce future-proofing by Acting Executive Director IV Victoria F. Esber of the



**DAY1 - AUG 24, 2022**  
**DAY2 - AUG 25, 2022**  
**DAY3 - AUG 26, 2022**

**Register Now!**  
<https://bit.ly/registrationcsccaraga>

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 hrsymposium.csccaraga@gmail.com  
 csccaragatraining@gmail.com

Civil Service Commission Caraga  
 Doongan Road, Butuan City

Line-up of speakers of the Caraga Human Resource Congress on 24-26 August 2022 via the Zoom.

CSC's Civil Service Institute and Director IV Atty. Jennifer L. Timbol of the Human Resource Policies and Standards Office. Subject matter experts were also invited from various learning and development institutions such as Ms. Liza Manalo - Mapagu of ASEAMETRICS HR Consulting Inc., Mr. Lito Lupena of Freelance Capability Consultant, Ms. Ruby Mañalac of EMOVATION Philippines, Inc. and Gerry A. Plana of Investors in People, Philippines.

## The Speakers



**Dir. Victoria F. Esber**  
 Acting Executive Director IV, CSI  
*"The Future of Employee Engagement in the Public Sector"*

**Atty. Jennifer L. Timbol**  
 Director IV HRPSO, CSC

*"Embracing Flexibility: Work-life Harmony in the Public Sector"*  
**(EMBRACE)**



**Ms. Liza Manalo-Mapagu**  
 Founder and CEO-ASEAMETRICS HR Consulting, Inc.  
*"How to Foster an Employee-Centric Culture?"*  
**(NURTURE)**



**Lito Lupena**  
 Freelance Capability Consultant, HR/OD  
*"Key Drivers of Employee Engagement (L&D in the New Perspective)"*  
**(GUIDE)**



**Ms. Ruby Mañalac**  
 Emovation Philippines, Inc.  
*"Reinforcing Employee Connection"*  
**(ADAPT)**



**Mr. Gerry A. Plana, DPM**  
 Chief Executive Officer, Investors in People, Philippines  
*"Employee Engagement Game Plan (Strategies & Best Practices)"*  
**(GROW AND EVOLVE)**



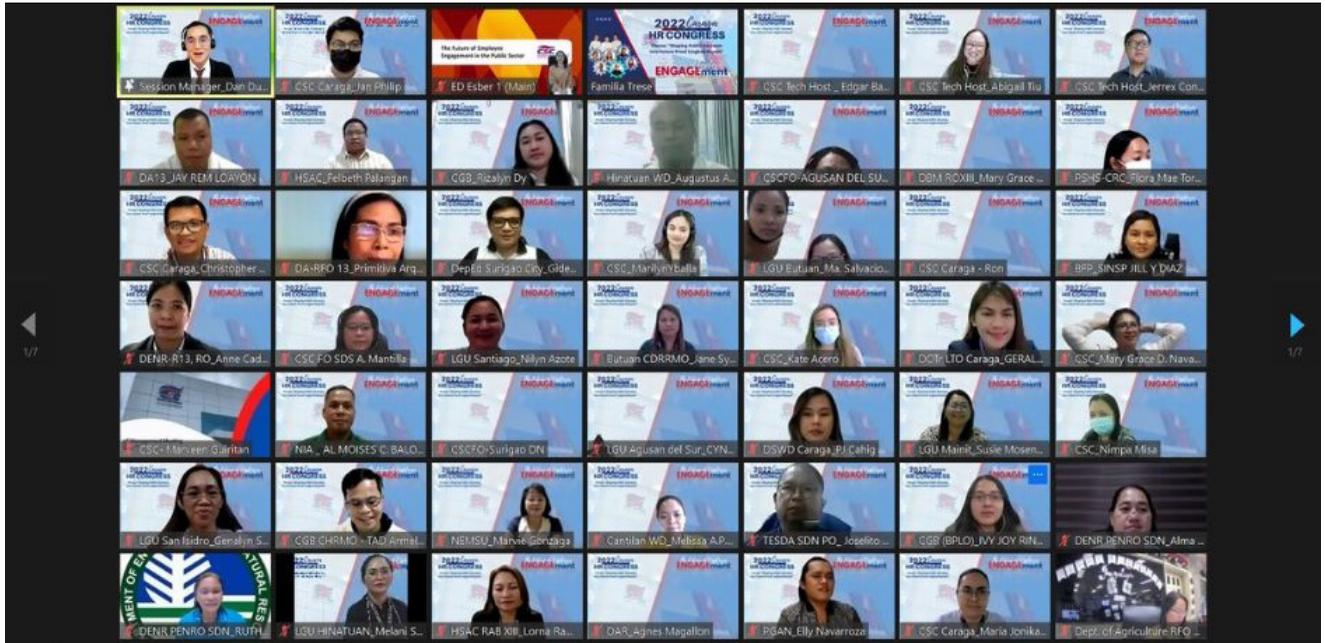
## REGIONAL EXEMPLARS RECEIVE RECOGNITION

The CSC Caraga also held the first onsite Regional Awarding Ceremonies since the pandemic.

Regional winners of the 2022 Search for Outstanding Government Workers across Caraga region were conferred their respective awards.

(continued on page 24)

## CSC Caraga holds HR Congress ... from page 23



Despite having the activity online, the participants still clamored for a photo opportunity.



The DSWD Caraga, through its Disaster Response Management Division, receives the Plaque of Recognition as Regional Presidential Lingkod Bayan Group Category from CSC Caraga Director IV Winston L. Plaza. Also in the photo are Acting Director III Christopher C. Mabale and CSCFO Agusan del Norte Director II Meshach D. Dinmayan.

The Disaster Response Management Division of the Department of Social Welfare and Development and the Department of Science and Technology's Project e-Knowvation bagged the Regional Presidential *Lingkod Bayan* and CSC Pagasa awards respectively.

Meanwhile, Dr. Marilou P. Curugan, Principal IV of the Department of Education (DepEd), Division of Agusan del Sur, was conferred the Regional *Dangal ng Bayan* award.

This year, the Department of Interior and Local Government and DepEd, Division of Surigao

City both received their Bronze Level Awards for having attained Maturity Level II in PRIME-HRM. Also recognized for their best HR practices in at least one HR system are the DepEd of Agusan del Sur (Learning and Development); Department of Labor and Employment (Recruitment,



CSC Caraga kicked off the second season of their talk show, Tick Talk. It was aired on Facebook Live with an episode on Reassignment.

Selection and Placement); North Eastern Mindanao State University (Performance Management); the City Government of Butuan (Performance Management) and Surigao del Norte State University (Recruitment, Selection and Placement).

Winners of the regional photography contests were also recognized during the occasion: Cals Shandy Dizon of the LGU-Socorro bagged the top, followed by second placer Atty. Joyce Ann P. Adlawan of the Commission on Human Right, and Cheryl N. Santos of the Agusan National High School as third place.

Over the years, CSC Caraga celebrates successes of agencies, individuals and groups of individuals during the Philippine Civil Service Anniversary.



**CSC CARAGA TICK TALK SEASON 2**

Meanwhile, CSC Caraga’s second season of Tick Talk was aired on Facebook Live with an episode on Reassignment.

Launched in May 2021 and held every Friday of each week, Tick Talk aims to disseminate information on CSC programs and expand Caraga’s reach to engage with its stakeholders. The civil service-

related information provided in the program serves as a tool to empower HR practitioners in the implementation of the CSC’s programs and policies in government offices. •

# Citizen's **Guide**

## **The Contact Center ng Bayan: Effective feedback management toward excellent public service delivery**

**I**n the Philippines, citizens seek assistance from state workers to facilitate whatever transactions or requests they may have with the government. Ideally, rather than going through well-connected people, they should be able to go directly to any government office and request assistance. They should be able to get efficient and quality government action.

The situation is far from ideal and becomes a paradox even. People take the government to task for not being responsive, yet they become increasingly dependent on it. The arduous task and challenge of implementing programs and day-to-day operation that respond to the needs of the people remain with the government.

### **A single contact point to quality public service**

Established in 2012 as the public feedback mechanism of the Civil Service Commission (CSC), the Contact Center ng Bayan (CCB) aims to promote accountability among government agencies by providing citizens with tools to report feedback on government frontline services.

The establishment of the facility is anchored on the Anti-Red Tape Act of 2007 and CSC Resolution No. 1400995 issued in July 2014. The CCB offers accessible feedback mechanisms through short messaging service (SMS) 0908-8816565, Hotline 1-6565, via email@contactcenterngbayan.gov.ph, and www.contactcenterngbayan.gov.ph.

Aside from inquiries on services and basic policies of government agencies, the public may also call the CCB to report frontline services-related concerns on any government agency, such as fixing or collusion



*The CCB facility in the CSC's central office.*

with fixers, disruption of service during lunch break, unmanned public assistance desk/center, imposition of additional fees or requirements not stated in the Citizen's Charter, discourteous frontline service staff, and other causes of poor quality service.

### **Evidence-based data to improve public service delivery**

CCB data from 2013-2021 revealed that the most reported violations of the Anti-Red Tape Act, as amended by Republic Act No. 11032, are on slow process, interrupted service delivery during noon break and discourtesy of frontline service providers.

The CSC was also able to generate a report on the top 10 agencies with the most number of ARTA-related reports based from the data provided by the CCB.



*Throwback. CSC Assistant Commissioner for Legal Concerns and CCB Program Manager Director IV Maria Luisa Salonga-Agamata during the launch of the CCB in September 2012. Joining them is late Director Raul V. Nilo of the Department of Information and Communications and Technology.*

Through the feedback generated from the public by CCB, government agencies, particularly the heads of agencies, are informed of the need to improve and/or sustain the delivery of quality service. Agency heads are provided with updated data on the number of reports elevated, nature of the reports, resolution rate and recommended course of action.

Also, the information generated from calls made and action on referrals has provided an 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 gathered by CCB is now among the good governance conditions in the grant of the Performance-Based Bonus or PBB as mandated by the Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems, a body created by virtue of Administrative Order No. 25.

The data obtained also served as takeoff points for studies on government processes and systems, and possibly correlated with measures to mitigate graft and corruption.

### Isang Dekada ng CCB

Since its decade-long run, the CCB has consistently fulfilled its role of providing the public with information on government services and procedures, while simultaneously receiving feedback from clients and relaying these feedback to concerned government agencies, hence, giving the public an opportunity to contribute in improving government service delivery.

### Uninterrupted service at the time of pandemic

When the COVID-19 pandemic hit the Philippines in March 2020 and the government imposed a state of public health emergency, the severe limitations in mobility of citizens became a challenge for public service continuity. This presented a two-pronged dilemma—citizens cannot go out, while only frontliners and emergency responders were allowed to go out. However, citizens needed to transact, while frontliners needed to be protected.

The COVID-19 pandemic reinforced the importance of feedback mechanisms as the number of transactions received by the CCB increased in 2020 compared to the previous years’ transactions. People relied on the CCB to air concerns on the implementation of the Enhanced Community Quarantine (ECQ), dispersal of the Social Amelioration Program (SAP), relief goods distribution, travel rules and requirements, and other government services and operations during the country-wide lockdowns and strict health protocols.

The CCB assisted both the government agency concerned and the client, with the goal to support innovations and efforts for future-readiness in public service.

This demonstrates that a government feedback mechanism is crucial in strengthening citizen

#### Top 10 Agencies with Highest Resolution Rate\* (January to June 2022)

 1. Department of Social Welfare and Development	 6. Land Registration Authority
 2. Home Development Mutual Fund	 7. Department of Health
 3. Bureau of Internal Revenue	 8. Department of Education
 4. Department of Interior and Local Government	 9. Department of Foreign Affairs
 5. Social Security System	 10. Land Transportation Office

\*resolution of complaints

(continued on page 28)

# The Contact Center ng Bayan ... from page 27



(from L to R): CSC Chairperson Karlo A. B. Nograles with Commissioners Aileen Lourdes A. Lizada and Ryan Alvin R. Acosta are at the Contact Center ng Bayan facility getting firsthand orientation on the handling of feedback received. With them is CCB Program Manager and Director IV of the CSC Public Assistance and Information Office, Maria Luisa Salonga-Agamata.

engagement and gaining their trust in public service, while helping the government pinpoint areas of improvement in its operations and services. CCB's partnership with government agencies continues to promote transparency and social inclusion, while directly or indirectly supporting the improvement of systems and processes.

## Primary feedback facility of the government

With the passage of Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery (EODB EGSD) Act of 2018, the relevance of the CCB in building excellent client experience through feedback management was further highlighted, given that the Implementing Rules and Regulations of the said law (Rule IV [Citizen's Charter], Section 2 [g] [i]) provide for the inclusion of the CCB in the Citizen's Charter of every government agency to be part of their complaints mechanism.

Every feedback received by the CCB serves as a challenge for government agencies to continuously provide excellent service. Notably, government agencies' high resolution of public feedback is a testament to the government's promise in continuously improving their services and in providing consistent excellent customer experience to the public.

The transacting public's notable high use of the CCB as their go to feedback facility - exhibited by the number of transactions being facilitated - is a symbol of the enduring high trust of the citizens on the brand of CCB service - integrity, excellent service, commitment to duty, and compassion towards the public. 



## TRIVIA

Did you know that the very first call received through the Contact Center ng Bayan (CCB) 1-6565 Hotline was on 5 January 2014? This was when 1-6565 was finally housed at the Civil Service Commission after two years offsite.

The call was a complaint on the alleged failure of the officer-of-the-day to attend to the client's request:

*"Nagfile ako online for application of certificate. Hindi ina-approve ngayong araw kasi daw may ipinalabas na Memorandum Circular na nag-rerequire ng reassessment for concession of certificate to COP. Gusto kong manghingi ng kopya ng memorandum circular para maipasa sa opisina namin pero wala ang Officer of the Day dito. Walang pumapansin sakin. Sabi sa akin magpunta na lang daw ako sa website. Kompleto naman lahat ng requirements ko pero hindi nila pinapansin. [sic]"*

Since that very first call, the CCB has already received and acted on a total of 1,082,122 transactions as of December 2021. For the 1st semester of 2022, the CCB has processed a total of 72,119 transaction, with a resolution rate of 99.80% as of June 2022.





CSC Chairperson Karlo A. B. Nograles led the opening of the CCB: Isang Dekada ng Paglilingkod Virtual Summit held last 27 September. With him are (from R-L) Assistant Commissioner Ariel G. Ronquillo, Director IV Maria Luisa Salonga-Agamata, Commissioner Ryan Alvin R. Acosta, Acting Assistant Commissioner Karin Litz P. Zerna, and Acting Executive Director IV Victoria F. Esber.



The Commission en banc of the CSC led by Chairperson Nograles with Commissioners Aileen Lourdes A. Lizada and Ryan Alvin R. Acosta received the copy of the CCB Coffee Table Book from CCB Program Manager Director IV Maria Luisa Salonga-Agamata and Acting Director III Fiebarna U. Salumbides of the Public Assistance and Information Office.

CSC officials view the exhibit featuring the milestones of the CCB through the years mounted at the CCB lobby as part of the celebration of its 10<sup>th</sup> year anniversary.



# CSC leads virtual forum on resilience to launch 122<sup>nd</sup> Philippine Civil Service Anniversary



CSC Commissioner Aileen Lourdes A. Lizada delivers her message to open the virtual forum on resilience.

**T**he Civil Service Commission (CSC) held the virtual launch of the 122<sup>nd</sup> Philippine Civil Service Anniversary (PCSA) celebration on 8 August 2022 at 9 a.m. CSC Chairperson Karlo Nograles led a panel of experts from institutions considered as pioneers in future-proofing organizations and building resilience.

In 2022, the thematic focus of the PCSA was on resilience, which is part of building smart organizations and a future-ready civil service. Resilience has been shown by the civil service during the pandemic in its readiness to accept challenges and ability to give continued assistance to the public.

*Transforming Public Service in the Next Decade: Honing Agile and Future-Ready Servant-Heroes* was the 10-

year overarching theme of the annual celebration to reflect the path the civil service has to take to build on the gains of last year's modernization efforts in the wake of the COVID-19 pandemic, and the role of HR in building a competent and credible workforce in the new normal.

The virtual launch was broadcasted live on the CSC's official Facebook Page at [www.facebook.com/civilservicegovph](http://www.facebook.com/civilservicegovph).

Here are excerpts of the presentations and insights of the panel, composed of officials from the CSC, Department of Budget and Management, National Economic and Development Authority, Development Academy of the Philippines, as well as an international scholar from the Australia Alumni Communities PH.

**COVER  
STORY**



### **Building Resilience in the Civil Service through Changing the Way We Work**

**Atty. KARLO A. B. NOGRALES**

Chairperson

Civil Service Commission

Echoing today's topic of "Building Resilience in the Civil Service through Changing the Way We Work" is CSC's implementation of the Alternative Work Arrangements or AWA to ensure uninterrupted public service delivery. In the two years of implementing AWA, we have studied many facets of employee experience units' impact on productivity.

Generally, the set-up was found to be favorable to our civil servants and clients, according to a survey conducted by the Development Academy of the Philippines from March to May 2020 to see the effect of Alternative Work Arrangements on Public Sector Performance and Productivity. We were happy to discover that majority of the 2,756 respondents perceived themselves to be still productive while on AWA, with 33% saying they can accomplish up to 89% of their tasks, 46% saying they can accomplish 90-100%, and 14% they can deliver 100%.

The results and insights on AWA are promising, and its success meant that the CSC is on the right track in developing and adopting policies that can transform our HR systems, processes, practices, and work culture. Thus, CSC Resolution No. 2200209, or the Policies on

Flexible Work Arrangements (FWA) in the Government was developed. This is a landmark policy that aims to provide adaptable and responsive work schemes for government officials and employees to manage any current or emergent situations caused either by natural and man-made calamities or any other situation that may affect the delivery of public services.

With this policy in place, the CSC works to improve work-life balance, encourage the adoption of information and communications technology (ICT) for remote work, and provide reasonable work arrangements for vulnerable employees such as senior citizens, pregnant women, immunocompromised individuals, or those recovering from sickness/injuries and issues of mobility.

The Flexible Work Arrangements guidelines being a parallel policy to the Telecommuting Law of the private sector, covers 1.7 million government employees, regardless of status of appointment, will certainly change the landscape of government work in the country. *Kami po sa Komisyon ay kumpiyansa na sa pamamagitan nito, mas magiging produktibo ang mga kawani ng gobyerno dahil mas naaayon sa kanilang panangailangan at sitwasyon ang kanilang working environment.*

Ben Whittler, founder of the World Employee Experience Institute and author of the book, *Human Experience at Work*, about change in

the workplace, said: "in my view, the workplace has never been a building. It's the spaces and place that enable our best work. We have lots of choices in this regard. It has taken something like COVID-19 to force through a mindset shift. We want people to be at their best and deliver their work. Any option or choice that helps with that is in scope."

*Ang konseptong "workplace" ay hindi na tulad ng dati na pisikal na istruktura kung saan pumapasok ang mga manggagawa upang magtrabaho dahil ang pagtatrabaho ngayon ay hindi na lamang dun maaring gawin. Alam na alam natin ito sapagkat naranasan nating magtrabaho sa ating mga tahanan at magpasa ng mga memo, briefer at presentation gamit ang email at maging ang mga social media apps gaya ng Viber, Telegram, Messenger at iba pa. Nasanay na rin tayo na may mga virtual meetings, at minsan pa nga ay nagkakasabay-sabay.*

We use technology to interact with others, access data, collect and analyze reports, communicate, collaborate and knit our teams together across spatial and organizational boundaries. Work is now digital, mobile, and faster than ever.

But moving from the physical/onsite workplace to the digital workplace is easier for some than many. Thus, I reiterate the need to improve digital literacy and competence. CSC intends to come up with the retraining of government workers to enable them to face the hurdles of learning the appropriate technology. We upskill and reskill our entire workforce to be digitally literate, adaptive and agile in internet-based service delivery. *Importanteng bigyan ng angkop na mga pagsasanay (training) at interbensyon (interventions) ang ating mga kasamahan sa gobyerno upang mapabilis ang pagsabay natin sa teknolohiya at patuloy na maipamalas ang kahalagahan ng pagsi-serbisyo sa bayan.*

*(continued on page 32)*

And I take this opportunity to pose a challenge to all government offices - to ensure that you have a Strategic HR System manifested through its flexibility to deal and cope with changes whether gradual or abrupt. You may start from digitizing and digitalizing your process from paper-pushing and manual processes to automatic and having a readily available documents online. In doing so, your HR can now focus on developmental initiatives designed to achieve a high-performing workforce in place. Have in mind that the future belongs to the most resilient governments which openly embrace challenges.

The Ease of Doing Business and Efficient Government Service Delivery Law which was signed almost four years ago, mandates government institutions to take giant steps by implementing IT-based systems to improve service delivery and produce measurable benefits for society. Apart from its policy of simplified interactions with citizens, more dynamic workforces, more accurate assessments of program impact, and greater citizen participation in process re-engineering, and policy development. *Huwag tayong magpapahuli.*

I appeal to all not to hold still, not to be stifled by limitations but to go the extra mile in service to our kababayans. I hope that within the next months when we look back to what has unfolded, we can say with conviction that we have managed to develop resilience as exemplified through changing the way we work, the way we deliver our services. Now more than ever we need to continue to be more pro-active in pursuing future readiness in the civil service to respond to evolving needs of both employees and clients in the new normal.

*Ang buong CSC family ay handang maglingkod at manguna para sa isang mas handa at magandang bukas, kasama ng ating mga committed at dedicated na mga lingkod bayani.*



*DBM Undersecretary Libirran on government rightsizing.*

***Rightsizing the Bureaucracy***  
**Undersecretary GODDESS HOPE LIBIRAN**

Internal Audit Service, and Media Affairs and Community Relations Office  
 Department of Budget and Management

*Apektado ba ako? Mawawalan ba ako ng trabaho? Mallipat ba ako ng ahensiya?*

*Narinig po natin sa unang State of the Nation Address ng ating Pangulo, nalaman po natin na isa sa mga prayoridad na maisabatas ay ang National Government Rightsizing Program o ang tinatawag nating NGRP. Maaaring sa iba po, medyo mabigat ang mga termino, kasi nakarinig tayo ng streamlining, may mergers, may splitting, may transfer at consolidation. Naging laman po ito ng mga balita kaya natural at naiintindihan natin na marami ang mapapatanong kung ano ba talaga ito.*

*Nauunawaan namin na ang usapin ng trabaho ay mahalaga, siyempre diyen po tayo kumukuha ng araw-araw nating kinakain, pang-tuition ng ating mga anak, pambayad ng bills at marami pa pong iba... Sa usapin po ng rightsizing, wala pong dapat ikabahala ang ating mga kawani.*

The National Government Rightsizing Program or the NGRP is a reform initiative that primarily aims to achieve simplicity, economy, and efficiency in the bureaucracy. We want the right number of right people in agencies, working on the right things. This is our

way to realize enhanced institutional capacity, simplicity, economy, and efficiency in the bureaucracy. The program will help us save time and resources, strengthen sectors that we need more assistance, and streamline the bureaucracy.

*Gusto po nating simplihan ang mga opisina at proseso para lalong mapabilis ang ating pagseserbisyo.* So in line with this, I would like to emphasize that rightsizing is NOT downsizing. Rightsizing is NOT a mass layoff of government workers.

The DBM has conducted several researches on government rightsizing. *Pero ano ba ang kaibahan ng NGRP sa mga nakaraang rightsizing efforts?*

*Unang-una, magkakaroon ng comprehensive strategic review yung mga functions, operations, organizations, systems, and processes ng iba't ibang ahensiya ng gobyerno.* What the DBM is proposing through the NGRP Bill is to give power to the President to study the bureaucracy and streamline operations of the departments and agencies of the executive branch and rightsize their organizational structure and personnel complement.

*Hindi po totoo na ang DBM nagbigay na ng proposal kay Presidente o sa Congress na nakalagay na kung anong ahensiya ang maa-abolish at ilang tao maaapektuhan. Wala pong ganun.*

The President therefore has the authority to undertake changes to strengthen organizational capability



NEDA Undersecretary Edillon and her insights on the PDP.

to perform the core functions of the agency and improve productivity; eliminate programs, projects, and functions that are redundant, no longer necessary, or duplicating with other agencies; pursue functional shifts or modifications; implement organizational actions to re-organize streamline, merge agencies and offices; provide safety sets to employees who may be affected by the rightsizing efforts; and lastly, formulate an organizational development program to strengthen the institutional capacity of the agency and improve productivity of employees.

The NGRP mandatorily covers all the agencies under the Executive Branch. Specifically, it will cover 187 agencies, but there are exclusions such as teaching and teaching-related positions, medical and allied positions, and military personnel.

Meanwhile, it also strives to strengthen agencies that support the Updated Philippine Development Plan; involved in the social, economic, and political empowerment of the people; contribute to the creation of livelihood and employment opportunities; and contribute to the targeted ultimate societal outcomes of the national government.

*Paraan po ang rightsizing upang makasiguro na ang gobyerno kayang sumabay sa agos ng pagbabago.* The ultimate benefit of NGRP is agility or the ability to move quickly and easily. In tagalog, "maliksi". Agility is vital in addressing the needs of our country,

there is no time to waste in addressing the needs of public service. The uncertainty of times call for certainty of action. *Sabi nga ng CSC, bilis aksyon.* We have to be agile as individuals and as institutions. We can achieve this by having crystal clear understanding of our roles and responsibilities.

We hope to build a better government and serve better. *Masakit kasing pakinggan kapag tinatawag na bloated, redundant, or worse irrelevant. Tama na yung paulit-ulit pero walang natatapos, isa lang naman ang gusto natin, ang disente at marangal na pamumuhay para sa bawat Pilipino.* All because the Filipinos deserve so much more and so much better.

### **Resilience in Achieving the Updated Philippine Development Plan 2017-2022**

**Undersecretary ROSEMARIE EDILLON**

Policy and Planning Group  
National Economic and Development Authority

Did you know that we had to update the Philippine Development Plan (PDP)? Twice actually. We were ready with the updated PDP, we called it the PDP 2017-2022 Midterm Update and it was ready back in December 2019 and then it would have been approved in February 2020. But when we were about to convene the Steering Committee, we received the memorandum of the President disallowing meetings of more than 50 participant/audiences. So we had

to postpone it. Then the pandemic happened, prompting the update again of the PDP.

There is also this important document produced in May 2021, "We Recover as One". Produced in record time, it was intended to guide agencies in the revision of their budget so that we can address the needs of the time.

We are talking about change. In reality, change happens every time. We need to embrace change. There are incremental changes and there are significant changes and as civil servants, we should be able to anticipate and prepare for change.

What we had actually gone through is an unprecedented crisis, the COVID-19, which as of 5 August 2022, there are over 580 million confirmed cases and the deaths are over six million. I would like to share with you the lessons that we have learned with this talk.

But there are lessons learned and one is to stay committed to the vision and maintain clarity of the mission. This is how we can stay resilient. We need to study the change—is it temporary, is it permanent—do we need to intervene right away, because if not, the cure may be more dangerous than the disease itself. It is local, is it global? Those are the things that we need to do.

Next is we do not need to implement, but we need to govern. This is what we learned from the COVID experience, good governance is more important than government. We have to be mindful of the limits of government action; we have to think out of the box; and we have to reach out recognizing the limitations of government action.

So we began with the Strategic Framework of the PDP 2017-2022 anchored on Ambisyon 2040 of a *matatag, maginhawa at panatag na buhay*. We started by laying down the foundation for inclusive growth,

*(continued on page 34)*

a high-trust and resilient society, and a globally competitive knowledge economy. Important to this is the *Malasakit* pillar, people trusting government and public institutions. For *Pagbabago*, economic and social opportunities will be ensured for all, to transform society and achieve equity and resiliency. Finally, *Patuloy na Pag-unlad*, future growth will be accelerated and sustained.

The bedrock: Ensure peace and security, accelerate strategic infrastructure development, ensure safety and build resilience, and ensure ecological integrity, clean and healthy environment.

The tagline in 2018 was, “*Tingnan mo nagbabago na ang lahat*” and this is credited to the very strong political will in implementing reforms. At that time, all the reforms that has been done and mas dumami pa such as the Public Service Act, Foreign Investment Act. We went through institutional changes.

We need to cement the need to maintain the course. A vision for the country that embodies the aspirations of current and future generations of Filipinos, embraced by a leader with a strong political will, who is able to lead the country through radical but necessary reforms, enabled by an equally forward-looking legislature; policies and programs effected by competent managers, and delivered, in full, by an empathetic civil service, reinforcing the mandate of government to continue the course.

One of the first things we did is to study the change. We had three key recommendations: provide the right information, address the losses, and prepare for the new normal.

There is a need to reiterate what has to be done: stay committed to the vision; maintain clarity of mission. That vision is: *Matatag, Maginhawa at Panatag na Buhay para sa Lahat*. By 2040, Filipinos enjoy strongly rooted family and community ties, a comfortable lifestyle, and a secure future.



DAP President Caronan Jr. on the effects of V.U.C.A. on government resilience.

### ***Learning and Development Initiatives for Resiliency in Governance***

**Atty. ENGELBERT CARONAN Jr.**  
President and CEO  
Development Academy of the Philippines

New normal has become a byword and it has been used to describe many things. When the COVID-19 pandemic struck, life as we know it seemed to have taken a different path as we struggled to adapt to the changes that came. In midst of uncertainty, we had to adapt quickly. We explored alternative ways of working, learning, socializing, and serving our clients.

The new normal, as we call it, is marked with the sense of profound transformation triggered by an event that changed the playing field. And maybe by now, we have realized that from this point on, that we can only expect more new normals that we need to navigate.

We also use new normal to describe global events such as pandemics, conflicts, technological advancements, climate change, and other factors that have continually affected and shaped society for many years. The new normal came to me in the replacement of our sense of certainty, stability, and familiarity that we are used to, with an increased sense of turbulence, danger, and unpredictability.

In view of this and in order to avoid the ambiguity of the term, let me make use of another acronym instead,

V.U.C.A. By now, this term has become a byword by itself. Previously, this was only known in the military or the security sector. But for the sake of clarity, let me delve on this further.

V.U.C.A. is an acronym which stands for Volatility, Uncertainty, Complexity and Ambiguity. These characterize the world that we live in today.

First is volatility. If the situation is volatile, it means that change happens faster and more frequently. What is true today, may not be true tomorrow, and what happens next is relatively unexpected and unknown.

Second is uncertainty. If the situation is uncertain, it means there is lack of predictability and the causal relation of events is really unknown.

Third is complexity. If the situation is complex, it means that there are many interconnected facts and variables that make it impossible for us to truly understand and analyze the situation.

Lastly is ambiguity. If the situation is ambiguous, it means that the information available is either incomplete, contradictory or inaccurate.

For some, these descriptions are already familiar. However, what is probably unfamiliar to most are the type of intervention that is appropriate for each kind. There is a tendency to consider all of these terms to be the same and thus, recommended



122<sup>nd</sup> PCSA Virtual Forum hosts CSC Director IV Maria Luisa Salonga-Agamata and Asst. Commissioner Ariel G. Ronquillo pose a question to Mr. Vega of the AACPh.

actions to mitigate its impact tend to be the same. They are to be treated separately.

If the environment is volatile, we hedge; if the environment is uncertain, we must gather more information; if the environment is complex, we must strip the problem to its parts; and if the environment is ambiguous, it is time to experiment.

In short, what we want therefore in the public sector, is to be resilient in the face of the V.U.C.A. world. The question is what is resilience and how do we build it in our organization?

Dr. Judith Rodin in her book, "The Resilience Dividend" defined resilience as the capacity to prepare for disruptions, recover from shocks and stresses, to adapt and grow from experience. She mentioned four characteristics of resilience. First, resilience is about having foresights; second, resilience is about diversification of resources; third, resilience is about building flexibility and innovation; and lastly, resilience is about being rooted in meaning.

So what is government resilience in a V.U.C.A. world? Given the speed, the intensity, and the pervasiveness of the disruptions in a V.U.C.A. environment, it is our belief that the complete understanding of government resilience requires the re-evaluation of the role of government itself.

And only after this re-evaluation can we actually proceed to identify the needed policies, the needed structural changes, and the needed individual behaviors and competencies that must be made in the short term.

It is lamentable that an academic re-evaluation vis-à-vis the V.U.C.A environment is lacking at this time. There seems to be very little dialogue and research activity in this area at the moment. Maybe, this is an area of pursuit of the re-established Civil Service Academy.

Public administration and public management seems to be anchored on the same philosophical ideas and presumptions that governance involves a monolithic structure where the primary concern is focused on command and control.

Our thesis is this, in surviving and thriving in a V.U.C.A. world, organizations must restructure into decentralized and emergent types that support growth thinking led by talents contributing to creativity and value creation. In terms of structure, organizations that tend to survive the V.U.C.A. environment are those decentralized, emergent, and informal structures. These organizations are complex. Not only by the number of people involved, but the connections involved. It is dynamic, it is continually evolving, and it always highlights people with influence.

In future-proofing organizations, researchers recommend prioritizing agility and adaptability to safeguard against changing conditions.

### **Government's Role in Community Resilience**

#### **Mr. CHARLES ANTHONY VEGA**

Community Convenor  
Governance Community of Practice  
Australia Alumni Communities  
Philippines (AACPh)

*Marami sa inyo ang nagtatanong, ano ba ng AACPh?* It is an inclusive network of Australia Alumni's communities of practice guided by its vision and values as collaborators to make simple but impactful change. It commits itself to contribute to nation-building and national development by being catalysts of positive impact, enduring collaboration, and transformational leadership driven by the communities of practice of Australia-educated Filipinos.

It translates vision and values to communities of practice. With a wide array of academic programs in Australia comes an equally expansive opportunity to cover areas of collaboration. We have communities of practice in business, education, environment, health, human resource, social development, sustainable living, technology, GEDSI, agriculture and aquaculture, and governance.

This Community of Practice aims to create a positive impact by changing the narrative of governance in the Philippines, and reimagining public service delivery, making good governance possible. The goal is to change the negative narrative of feedback on government service and create trust between the people and the government.

The strength of communities emanate from the adequacy of their self-reliance. This, however, is not possible for all communities, so it is the role of the government to bolster these communities to resilience. •

# PHOTO CONTEST WINNERS

## *highlight resilience in government*

Six photos featuring various facets of resilience in government emerged as national winners in the 2022 Philippine Civil Service Anniversary (PCSA) Photo Contest conducted by the Civil Service Commission (CSC).

The contest had two categories: the Individual Category, which was open to all government employees regardless of employment status; and the Group Category, which was open to all public sector employee organizations (PSEOs) registered with the CSC and Bureau of Labor Relations.

Entries were required to reflect the theme, “Transforming Public Servants Toward Resiliency”.

In the Individual Category, getting the third spot is Vidal Jun S. Riva of Limay National High School (Region III), with his photo entitled, *A Passion, Not Just a Profession*, which won him PHP10,000. In second place is Ian Jake N. Galorio of Montevista National High School (Region XI), with his photo, *Through the Lens of an Untech-Savvy Teacher on the Quest for Quality Education Amidst Pandemic*. Galorio will receive PHP15,000.



CSC Chairperson Karlo A. B. Nograles visits the display of the winning entries to the 2022 Photo Contest at the CSC lobby. Joining him are (from L-R) Directors IV Alma Flores-Foronda of the Office for Legal Affairs and Ma. Theresa C. Fernandez of the Human Resource Relations Office.

Bagging first place and PHP20,000 is Jefferson T. Delmo of Technical Education and Skills Development Authority-Region IX with his photo, *Resilient as a Nation*.

In the Group Category, third place and a PHP20,000 cash prize go to Tagaytay Treatment and Rehabilitation Center Employees Association (Region IV) with their photo entitled *We Rise as One*. Getting the second spot is the LGU Association of Cabagan Employees from Isabela (Region

II) with their photo, *Laging Handa at Nagkakaisang Cabagueño*, which won them PHP25,000. First placer is the Villanueva Municipal Government Employees Association from Misamis Oriental (Region X), with their photo, *Library*. They will receive PHP30,000.

A total of 488 entries were received in the Individual Category. This year marks the first time the CSC opened the contest to public sector employee organizations (PSEO)

*(continued on page 38)*

# Individual Category

1<sup>st</sup>  
PLACE



## Resilient as a Nation

Resilient as a Nation shows the spirit of resilience after a storm severely damaged a bridge that connects the barrio to the school, leaving students and educators no choice but to cross the river. Adversity that makes ordinary people extraordinary in the face of public service.

### JEFFERSON T. DELMO

Technical Education and Skills Development Authority  
Region IX

2<sup>nd</sup>  
PLACE



## Through the Lens of an Untech-Savvy Teacher on the Quest for Quality Education Amidst Pandemic

Despite the challenges and havoc brought by the sudden shift in delivering education, Lenard John C. Montano continues to make video lessons for his learners who are in remedial and enrichment for the end-of-school-year classes (formerly called summer classes). Despite his old age and his being not tech savvy, he remains steadfast and persistent in delivering his duties and responsibilities as educator, making him an epitome of resilient and transformed public servant.

### IAN JAKE N. GALORIO

Department of Education-Davao de Oro  
(Montevista NHS-Sr. High Dept.)  
Region XI

3<sup>rd</sup>  
PLACE



## A Passion, Not Just a Profession

The one thing that motivates an educator is his/her passion - to keep going despite all the hardships and adversities one faces. Being resilient is a trait needed in our youth's bright and colorful future.

### VIDAL JUN S. RIVA

Limay National High School  
Department of Education  
Region III

# Group Category



## Library

A place of literacy and an arena of possibility where books and other learning materials are accessible for use. It offers relevant, reliable, and 100% published information but has almost been forgotten today.

### **VILLANUEVA MUNICIPAL GOVERNMENT EMPLOYEES ASSOCIATION (VMGEA)**

LGU-Villanueva, Misamis Oriental  
Region X

## PHOTO CONTEST WINNERS ... from page 36

as a way of engaging them in Commission activities, thus the Group Category. A total of 24 entries were received from PSEOs.

From the 488 entries in the Individual Category, 48 photos were declared regional winners, three winners each from every region, which then vied for national level honors. Entries in the Group Category all proceeded to national level judging.

The panel of judges included Atty. Raymond Fortun of Fortun & Santos Law Offices, as Chairperson of the Board of Judges; Dr. Rene R. Escalante, Chairperson of the

National Commission for Culture and the Arts; and Mr. Pablo N. Beltran, President of the Federation of Philippine Photographers Foundation, Inc.

Criteria for Judging were composed of content and adherence to theme with a weight of 30%, visual impact (including color and lighting) with 25%, creativity and originality with 25%, and photograph quality, 20%.

### **122ND PCSA**

On its third year, the 2022 PCSA Photo Contest was held as part of the activities for the 122nd PCSA celebration this September.

PCSA has a 10-year overarching theme, *Transforming Public Service in the Next Decade: Honing Agile and Future-Ready Servant-Heroes*, which reflects the collective experience of the government workforce in the new normal, and in pushing for digital transformation and innovations to uphold public service excellence and continuity.

For 2022, the thematic focus is on resilience, which is part of building smart organizations and a future-ready civil service. Resilience has been shown by the civil service during the pandemic crisis in its readiness to accept challenges and ability to give continued assistance to the public. •

2<sup>nd</sup>  
PLACE



**Laging Handa at  
Nagkakaisang Cabagueño**

Preparing the community for the worst requires team effort and community participation. We cannot stop the occurrence of natural disasters but we can arm the community with knowledge and skills to become disaster resilient.

**LGU Association of Cabagan Employees (LACE)**  
LGU of Cabagan, Isabela  
Region II

**We Rise as One**

In the spirit of service, our public servant heroes unite to bounce back after every setback. Together, we rise strong as we endure, adapt, and rebound towards a new and better normal.

**TAGAYTAY TREATMENT AND REHABILITATION  
CENTER EMPLOYEES ASSOCIATION (TTRCEA)**

Department of Health Tagaytay Treatment and  
Rehabilitation Center  
Region IV

3<sup>rd</sup>  
PLACE





# MODERNIZING THE CIVIL SERVICE: The Next Six Years\*

**O**ver the years, we have witnessed the changes made by the government in response to the call of the time. Presently, we stand at a crossroads as we cautiously emerge into, what I hope is not just a new normal, but a better normal for all. A new way of thinking in terms of governance and public service delivery is imperative. It compels us to depart from the usual way of doing things.

The COVID-19 pandemic somehow compelled us to move faster to bridge the digital divide and come up with pioneering initiatives to further professionalize the civil service in the pursuit of efficient public service delivery, to better serve our fellow Filipinos.

*\*delivered on 12 August 2022 for the 13th Annual National Convention of the Government Financial Management Innovators Circle, Inc.*

Relative to the topic given by the GFMIC, which is “Modernizing the Civil Service: The Next Six Years”, allow me to present the roadmap of the CSC in the four core human resource management areas—recruitment, performance management, learning and development, and rewards and recognition, as well as in redefining the workplace—in the fulfillment of its mandate as the central HR institute of the Philippine government.

### **COMPETENCY-BASED RECRUITMENT**

CSC ensures that agencies adhere to the core principle of equal opportunity in recruitment and merit-based selection and placement as enshrined in Civil Service law and rules. The governance framework on recruitment serves as basis for talent planning, selection and placement, and succession in government.

The CSC will ensure that merit and fitness is primordial in the selection of our human capital in the public sector via competency-based recruitment. The development of competency-based recruitment is linked closely with concerns on the professionalization of the civil service. But why focus on competency? The term is usually defined as a combination of skills, attributes and behaviors which are directly related to successful performance on the job. They are important for all the employees regardless of occupation, function, or level.

Skills are acquired through practice; knowledge is comprehension acquired through learning; and attitude is the factor which form the basis for behavior—these are critical

components of one’s core, leadership, and organizational competencies. The CSC intends to map the competencies across positions in the Philippine civil service and use them to find stronger hires, make more informed development choices, and deliver the necessary training to fill skills gaps in current or future roles. The competency-based recruitment will be integrated into hiring, leadership, performance management, and much more.

Relative to this, CSC has been holding online job fairs since 2018 as part of recruitment initiatives and we intend to continue. This September 19-23, as part of the 122<sup>nd</sup> Philippine Civil Service Anniversary, the CSC again partners with Jobstreet to conduct a five-day online job fair to beef up recruitment to government positions based on the competency of applicants, not just based on the minimum qualifications of the position.

### **EMPLOYEE ENGAGEMENT THROUGH A FUNCTIONING PERFORMANCE MANAGEMENT SYSTEM**

Performance management is an indicator of good governance; it is a barometer not solely of an individual’s performance, but is reflective of an organization’s productivity.

The Strategic Performance Management System (SPMS) aims to empower employees by making one appreciate how one’s individual performance is linked to attainment of organization goals. Studies show that employees tend to perform better if they feel responsible for something—even if it be a small part of the overall organizational picture. This situation

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**The COVID-19 pandemic somehow compelled us to move faster to bridge the digital divide and come up with pioneering initiatives to further professionalize the civil service in the pursuit of efficient public service delivery, to better serve our fellow Filipinos.**

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**Skills are acquired through practice; knowledge is comprehension acquired through learning; and attitude is the factor which forms the basis for behavior—these are critical components of one’s core, leadership, and organizational competencies.**

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illustrates the importance of aligning individual performance with the organization’s vision, mission, and strategic goals. We hope that through reforms in this system, our state employees will take their performance appraisals more seriously.

The pandemic presented performance management challenges given our “digital work space”. We, your CSC, intend to review work targets and recalibrate outputs to measure productivity, among other factors to improve the current performance appraisal systems. Restrictions on mobility and face-to-face interaction resulted to revision of work plans. Given these situations, the Commission will collaborate with agencies in drawing up parameters and performance standards in response to prevailing conditions.

### **CAPACITY BUILDING**

Capacity building is a highly effective tool in organizational effectiveness. The CSC’s “true north” is to continue professionalizing our 1.8 million government employees and ensure that they remain enthusiastic, committed and responsive to the needs of changing times while promoting an economical, efficient and effective personnel administration in the government.

It is important for any organization to capacitate their employees so that they can do the work more efficiently, effectively and sustainably. Some capacity building initiatives aim to add skills or upskill in order for employees to learn to do new things and improve what they currently do because qualified and competent employees are essential for any organization to

be successful in achieving their targets and goals.

CSC intends to come up with the retraining of government workers to enable them to face the hurdles of learning the appropriate technology. We upskill and reskill our entire workforce to be digitally literate, adaptive and agile in internet-based service delivery.

The future state of the civil service should have future-ready workforce and leaders, and smart, agile, and resilient government offices.

We need a workforce that is engaged, is aligned to the vision of the organization and is driven by shared values of the organization such that it is able to exert exceptional effort in the delivery of excellent public service. A future-ready workforce is also that which is socially responsible — concerned with how the services it renders affect and benefit society. It is able to harness technology to simplify, streamline and improve service delivery.

A future-ready civil service is one that is steered by leaders who are visionary and goal-oriented. These leaders shall be able to develop and improve the competencies, capabilities and capacities of their workforce toward being future-ready and improve organizational performance.

Meanwhile, a government organization that can best deliver public service excellence is one that does not work in silos, but works as one in an integrated manner. This requires an organization that is inclusive, efficient, agile. It takes care not only of the people it serves but also of the people who serve to ensure sustainable excellence in the delivery of public service.

*Importanteng bigyan ng angkop na mga pagsasanay (training) at interbensyon (interventions) ang ating mga kasamahan sa gobyerno upang mapabilis ang pagsabay natin sa teknolohiya at patuloy na maipamalas ang kahalagahan ng pagsi-serbisyo sa bayan.*

### **EXCELLENCE ACKNOWLEDGED IS EXCELLENCE NURTURED**

The 1.8 million civil servants are our true public service heroes, thus, the CSC needed to come up with courses of action that would balance their safety and ensure productivity.

Implemented in 2020 is the Occupational Health and Safety Standard, a first for the bureaucracy, drawn up by the CSC together with the Health and Labor and Employment Departments through Joint Circular No. 1 issued in March 2020. It aims to protect all government employees from the dangers of injury, sickness or death in the workplace through the adoption of safe and healthy working conditions

Also, in support of the Mental Health Act, CSC crafted the guidelines for the establishment of mental health programs in the public sector in consultation with medical experts and other stakeholders. CSC has encouraged government agencies to have mental health programs, a timely intervention given the psychological impact of the pandemic in everyday life. CSC also mobilized government and non-government organizations offering counselling and psychological services which state employees may tap through on-line consultation.

Finally, is a landmark policy that can transform our HR systems, processes, practices, and work culture. CSC Resolution No. 2200209, or the Policies on Flexible Work Arrangements (FWA) in the Government aims to provide adaptable and responsive work schemes for government officials and employees to manage any current or emergent situations caused either by natural and man-made calamities or any other situation that may affect the delivery of public services.

With this policy in place, the CSC works to improve work-life balance, encourage the adoption of information and communications technology (ICT) for remote work, and provide reasonable work arrangements for vulnerable employees such as senior citizens, pregnant women, immunocompromised individuals, or those recovering from sickness/injuries and issues of mobility.

The Flexible Work Arrangements guidelines being a parallel policy to the Telecommuting Law of the private sector, covers 1.8 million government employees, regardless of status of appointment, will certainly change the landscape of government work in the country. *Kami po sa Komisyon ay kumpiyansa na sa pamamagitan nito, mas magiging produktibo ang mga kawani ng gobyerno dahil mas naaayon sa kanilang pangangailangan at sitwasyon ang kanilang working environment.*

### **REDEFINING THE "WORKPLACE"**

Ben Whittler, founder of the World Employee Experience Institute and author of the book, Human Experience at Work, about change in the workplace, said: "in my view, the

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**We, your CSC, intend to review work targets and recalibrate outputs to measure productivity, among other factors to improve the current performance appraisal systems. Restrictions on mobility and face-to-face interaction resulted in revision of work plans.**

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**The CSC's "true north" is to continue professionalizing our 1.7 million government employees and ensure that they remain enthusiastic, committed, and responsive to the needs of changing times while promoting an economical, efficient, and effective personnel administration in the government.**

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workplace has never been a building. It's the spaces and place that enable our best work. We have lots of choices in this regard. It has taken something like COVID-19 to force through a mindset shift. We want people to be at their best and deliver their work. Any option or choice that helps with that is in scope.”

*Ang konseptong "workplace" ay hindi na tulad ng dati na pisikal na istruktura kung saan pumapasok ang mga manggagawa upang magtrabaho dahil ang pagtatrabaho ngayon ay hindi na lamang dun maaring gawin. Alam na alam natin ito sapagkat naranasan nating magtrabaho sa ating mga tahanan at magpasa ng mga memo, briefer at presentation gamit ang email at maging ang mga social media apps gaya ng Viber, Telegram, Messenger at iba pa. Nasanay na rin tayo na may mga virtual meetings, at minsan pa nga ay nagkakasabay-sabay.*

We use technology to interact with others, access data, collect and analyze reports, communicate, collaborate and knit our teams together across spatial and organizational boundaries. Work is now digital, mobile, and faster than ever.

But moving from the physical/onsite workplace to the digital workplace is easier for some than many. Thus, I reiterate the need to improve digital literacy and competence.

## CLOSING AND CALL TO ACTION

In conclusion, in order to modernize the Philippine Civil Service and collectively usher us to a "better normal", there is a need to implement reforms in human resource management and organization development. Second is to ensure productive engagement and continued capacity building that will charter our human capital to digitization and digitalization. As the Philippine civil service continuously evolves and anticipates imminent changes, it needs a strategic HR system with flexibility to deal and cope with changes whether gradual or abrupt.

To the Financial Management Government Financial Management Innovators Circle (GFMIC), I appeal to all of you to be the CSC's partners in ensuring that we achieve all that we manifest to accomplish in the next six years. *Bilang Tagapangulo ng Komisyon sa Serbisyo Sibil, maasahan ninyo po ako na dudulog, makikinig, at magtatrabaho para masigurong tama ang direksiyong ating tatahakin kaugnay sa pangangailangan ng ating kababayan.*

Now more than ever, I recognize the need to continue to be more proactive in pursuing future readiness in the civil service to respond to evolving needs of both employees and clients in the new normal and I am confident that you are with me in this journey.

*Maayong buntag, ug daghang salamat kaninyong tanan! •*



## FORMULATING VALUES POLICY GUIDELINES

This workshop emphasizes the relevance and significance of formulating the Policy Guidelines that will strengthen the agency's Core Values. Participants shall be able to develop their Core Values Policy Guidelines which shall strengthen and ensure consistent manifestation of the shared public service values in their own workplace.

**The course has four (4) modules which will run on 18 and 21 October 2022.**

## ETHICAL LEADERSHIP

This course uses a blended learning approach to inspire participants to apply ethical and moral standards in practicing leadership in the public sector.

**The course has four (4) modules which will run on 11 and 14 October 2022.**

## KWENTONG LINGKOD BAYANI

The Civil Service Commission (CSC) through the Civil Service Institute will be conducting its monthly forum on values program showcasing the exemplary performance of government civil servants demonstrating the public service values on Patriotism, Integrity, Excellence, and Spirituality (PIES).

**The course has three (3) modules which will run on 7 October, 4 November, and 2 December 2022.**

## DEVELOPMENTAL CONVERSATIONS FOR LEADERS (COACHING THE COACHES THROUGH DEVELOPMENTAL CONVERSATIONS)

Developmental conversations, in terms of coaching and mentoring, are workplace learning approaches that enable individuals to realize their full potentials. This is a blended course that will guide the participants to effectively conduct developmental conversations with others using a structured approach. This particular course uses group mentoring/coaching to develop mentors/coaches by handholding them through the various stages of the process.

**The course has eight (8) modules which will run on 15, 18, and 23 November 2022.**

## PUBLIC SERVICE VALUES PROGRAM (PSVP)

This one-day workshop aims to enable participants to accept, apply and advocate the shared values of Patriotism, Integrity, Excellence and Spirituality (PIES) especially in relation to delivering public service.

**The course has six (6) modules which will run on 16 November 2022.**

## 2ND SEMESTER CSI LEADERSHIP SERIES

The CSI Leadership Series is a learning and networking event designed to inspire government executives, directors, and managers to continually enhance their leadership effectiveness. It showcases the best practices of successful leaders and managers in both the government and the private sectors.

**Target participants:** 500 Public Sector Executives, Managers, Directors, and Division Chiefs or those in equivalent positions.

**25 November 2022 | 9 a.m. to 5 p.m.**



## 2022 Public Sector Human Resource Symposium Building Resilient Organizations: Honing Agile and Future-Ready Leaders and HR Practitioners 14-16 September 2022 via virtual platform

**T**his year's symposium highlighted the strategic roles of government leaders and HR Practitioners in building resilient organizations as well as the people who are involved in implementing change.

The symposium zeroed in on the characteristics of resilient organizations, tools, and best practices in building resilient organizations, which were shared in the plenary and concurrent sessions by international and local speakers. The 2022 HR Symposium aimed to inspire participants to initiate change toward developing resilient organizations to ensure continued and effective delivery of public services despite disruptions.

### PLENARY SESSION SPEAKERS

14 September 2022



*Opening Message*  
**Atty. AILEEN LOURDES A. LIZADA**  
Commissioner  
Civil Service Commission



*Symposium Overview*  
**Ms. VICTORIA F. ESBER**  
Acting Executive Director IV  
Civil Service Institute  
Civil Service Commission



*Message from the Australian Embassy*  
**H.E. RICHARD SISSON**  
Chargé d'affaires, a.i.  
Australian Embassy in the Philippines



*Plenary 1: Creating Resilient and Agile Civil Service*  
**Atty. KARLO A. B. NOGRALES**  
Chairperson  
Civil Service Commission

### Plenary 2: Panel Discussion on Emerging Trends in Human Resource and Organization Development (HROD): Moving Forward



*Keynote Address*  
*Enabling Organizational Resilience*  
**Mr. JON JAMES LYNCH**  
Founder and Chief Executive Officer  
Training and Consulting J-Global Inc.,  
Japan



**Mr. MARK FLORES**  
President  
Organization Development Practitioners  
Network



**Ms. ELLEN C. FULLIDO, FPM**  
President  
People Management Association of the  
Philippines



**Mr. ROMMEL J. ANCHETA**  
President  
Philippine Society for Talent Development

16 September 2022



*Plenary 3: Agile and Future Ready Leaders in the Australian APS*  
**Ms. KATE BOXSELL**  
Assistant Commissioner  
Leadership and Talent Development  
APS Academy, Australian Public Service Commission



*Closing Message*  
**Atty. RYAN ALVIN R. ACOSTA**  
Commissioner  
Civil Service Commission



*Integration Activity*  
**Mr. JESUS GREGORIO "NONONG" F. NORIEGA III**  
Assistant Vice President and Head of Employee  
Development  
Philippine Long Distance Telephone, Inc.

### Plenary 4: Roundtable Discussion on the Success Stories of Government Agencies, Officials and Employees: Surviving Overwhelming Challenges and How to Rise Above It All



**Hon. MA. JOSEFINA "JOY" BELMONTE**  
Mayor  
Quezon City Government



**Mr. REY M. CUEVA**  
Provincial Director  
Technical Education and Skills Development Authority  
Agusan del Norte, Caraga Region



**Dr. GERARDO D. LEGASPI, MD**  
Director IV  
Philippine General Hospital

# CONCURRENT SESSION SPEAKERS

## Concurrent Session 1.1-1.10



**Emotional and Mental Wellbeing: Improving our Resilience**  
**Mr. RODNEY R. BONCAJES, MD, FPPA**  
 Medical Specialist IV  
 OIC, Office of the Special Concerns  
 National Center for Mental Health



**I'm Here! Workforce Engagement and Resilience in the Hybrid Workplace**  
**KAREN MENDOZA**  
 Director for Organization  
 Development Mount Grace  
 Hospitals Inc.



**Behaviors as the Northstar of Future-Readiness Initiatives and How to Design for Them**  
**Mr. TIMOTHY JOHN M. AGULTO**  
 Managing Director  
 AHA! Behavioral Design



**Ms. CLAIRE ELIZABETH S. LIM**  
 Business Manager  
 AHA! Behavioral Design



**Adaptive Leadership: Making Progress on Intractable Challenges**  
**Ms. MARIA MARCY C. BALLESTEROS**  
 Executive Director  
 Career Executive Service Board



**Building A Future-Ready Organization**  
**Ms. RUBY O. JAUCIAN**  
 First Vice President and  
 Chief Human Resource  
 Management Officer  
 Abotitz Renewables, Inc.



**CSC's PRIME-HRM Level 2 Journey on Recruitment, Selection and Placement System**  
**Mr. FERNANDO M. PORIO**  
 Director IV, Office for Human  
 Resource Management and  
 Development  
 Civil Service Commission



**Raising Resiliency through Patriotism: The Path Forward**  
**Mr. KARL JOSEPH D. SANMCOCTE, PhD**  
 OIC - Director  
 Better Regulations Office  
 Anti-Red Tape Authority



**Organizational Resiliency through Digital Transformation**  
**Ms. LIZA MANALO-MAPAGU**  
 Chief Executive Officer  
 ASEAMETRICS



**Fostering a Resilient Organizational Culture**  
**Ms. MILALIN S. JAVELLANA**  
 Program Director  
 Australia Awards and Alumni  
 Engagement Program - Philippines



**Kusina ng Kalinga Program of Davao de Oro**  
**Mr. EDWARD B. MACAPILI**  
 Executive Assistant III  
 Communication and Public  
 Information  
 Provincial Government of Davao  
 de Oro

## Concurrent Session 2.1-2.10



**Unlock the Power of Resilience**  
**TONI MIRANDA, AICI, CIC**  
 Motivational Speaker, Coach,  
 President  
 Radiance Image Consultancy and  
 Training Inc.



**Decent Work in the New Normal**  
**MELISA R. SERRANO, PhD**  
 Professor  
 School of Labor and Industrial  
 Relations  
 University of the Philippines



**The Future of the Global Workplace: Developing Skills for People-Centric Leadership**  
**Mr. EDWARD A. SANTIAGO**  
 Chief Executive Officer  
 Lifekite International, Inc.



**The Leader Architect for a More Enabling Organization**  
**Ms. MARIA VIVIEN C. ARNOBIT**  
 Principal Partner  
 Center for Innovation, Change and  
 Productivity



**The Future of Workplace Learning**  
**Mr. ADRIAN J. ROBLES**  
 Chairperson  
 Philippine Society for Talent  
 Development  
 Assistant Vice President for Talent  
 Development  
 ZGO Group, Inc.



**Integrated Learning and Development Management System of the Department of Health**  
**Ms. PRETCHELL P. TOLENTINO, MD**  
 OIC - Director IV  
 Health Human Resource  
 Development Bureau  
 Department of Health



**Authentic Leadership**  
**Hon. BENJAMIN B. MAGALONG**  
 Mayor  
 City Government of Baguio



**The Value of Data in Building Resilient Communities**  
**Ms. RAISSA VILLANUEVA**  
 Human Resource Management  
 Officer  
 City Government of Vigan



**Anticipating and Responding to Disruptions**  
**Mr. EVAN M. HILL**  
 Adjunct Lecturer  
 Carnegie Mellon University-  
 Australia



**Iba ang SEC: Championing Good Corporate Governance and Transparency**  
**Atty. EMILIO B. AQUINO**  
 Chairperson and Chief Executive  
 Officer  
 Securities and Exchange  
 Commission

## Concurrent Session 3.1-3.10



**Shaping Physical and Social Wellbeing Habits for a Healthier You**  
**Mr. RODERICK M. NAPULAN**  
 Director IV  
 Department of Health



**Championing a Culture of Positive Employee Engagement and Wellbeing**  
**Mr. GERARDO A. PLANA, DPM**  
 Chief Executive  
 Investors in People Philippines



**People Analytics Made Easier and Friendlier**  
**Mr. MARSHALL N. VALENCIA, PhD**  
 President and Director for Research  
 and Analytics  
 Premier Value Provider, Inc.



**The Leadership Catalyst for a Resilient Workforce**  
**Mr. JON JAMES LYNCH**  
 Founder and Chief Executive Officer  
 Training and Consulting  
 J-Global Inc., Japan



**HR Policies for a Future Ready Workforce**  
**Atty. JENNIFER L. TIMBOL**  
 Director IV  
 Human Resource Policies and  
 Standards Office  
 Civil Service Commission



**Moving Forward with Excellence in the New Normal: PRIME-HRM Level II and the General Santos City SPMS**  
**Ms. LORENA BENJAMINE C. ESPEJO**  
 Human Resource Management  
 Officer  
 City Government of General Santos



**The National Kidney and Transplant Institute's Story of Resilience and Excellence**  
**Ms. ROSE MARIE O. ROSETE LIQUETE, MD**  
 Executive Director  
 National Kidney and Transplant  
 Institute



**BIR Digital Transformation (DX) Program**  
**Ms. LILIBETH B. MARANAN**  
 OIC - Assistant Commissioner  
 Project Management and  
 Implementation Service  
 Bureau of Internal Revenue



**Overcoming Disruptions in the Digital Age**  
**Mr. MARK FREDERICK H. SO**  
 Chairperson and Chief Executive  
 Officer  
 Business Maker Academy, Inc.



**CX: Transforming Client Satisfaction to Client Addiction to Ensure Good Governance**  
**Ms. VICTORIA F. ESBER**  
 Acting Executive Director IV  
 Civil Service Institute  
 Civil Service Commission

## Concurrent Session 4.1-4.10



**Strengthening Financial Resilience through Financial Literacy**  
**Mr. MARIO A. DERIQUITO**  
 President  
 BDO Foundation



**Mr. JONATHAN L. RAVELAS, CPA**  
 Managing Director  
 eManagement for Business and  
 Marketing Services



**Gender Equality, Disability and Social Inclusion (GEDSI) in a Hybrid Workforce**  
**Ms. FINAFLO F. TAYLAN, OProfSt, RSW**  
 Director, Office of Gender Concerns  
 Program  
 Chair, Social Worker and Women  
 and Development Programs  
 University of the Philippines Open  
 University



**Techie HR: Maximizing Digital Technologies for HR**  
**Ms. MARBY TABUNGAR**  
 Chief Design and Innovation Officer  
 Prevo Design x Innovation



**Leadership Coaching Gap: What Gets Between Your Employees and their Road to Greatness**  
**Ms. PERLA U.S. BERNARDO, PhD**  
 Organizational Development  
 Consultant



**Gearing Up Towards the Workforce of the Future**  
**Mr. JON JAMES LYNCH**  
 Founder and Chief Executive Officer  
 Training and Consulting  
 J-Global Inc., Japan



**Rewards and Recognition in U.P. Diliman**  
**Mr. AUGUSTUS C. RESURRECCION, PhD**  
 Director  
 Human Resource Development  
 Office  
 University of the Philippines,  
 Diliman



**Spirituality, Resilience and Recovery**  
**Ms. ELIZABETH JARAVATA BATINO, MD**  
 Medical Specialist III  
 Head, Women and Children Protection  
 Unit  
 Baguio General Hospital and Medical  
 Center



**The Digital University for the Real World - A New Normal**  
**Mr. KEVIN ASHFORD-ROWE**  
 Professor and Pro Vice-Chancellor  
 (Learning and Teaching)  
 Queensland University of  
 Technology



**Public Service Continuity: Creating Resilience Advocates for Future Disruptions**  
**Ms. HANNAH GRACE A. ESCAMILLA**  
 Training Specialist  
 Preparedness Management Service  
 Office of Civil Defense



**Supreme Court Ruling and E.O. No. 138: An Opportunity to Improve Delivery of Basic Services to the People**  
**Ms. ANNA LIZA F. BONAGUA**  
 Director III  
 Bureau of Local Government  
 Development  
 Department of the Interior and Local  
 Government

# LIVE Lunchat with CSC

LunChat with CSC is the Commission's monthly online broadcast that features an in-depth discussion of CSC's policies, programs, and activities. Catch it live on the CSC Facebook Page ([www.facebook.com/civilservicegovph](http://www.facebook.com/civilservicegovph)) and YouTube channel ([www.youtube.com/cscphmedia](http://www.youtube.com/cscphmedia)) every last week of the month.

Watch the previous episodes by scanning the QR codes or visiting the links below:

**122ND PHILIPPINE CIVIL SERVICE ANNIVERSARY ONLINE ZUMBA AND FILM SHOWING AND SPECIAL TREATS**



Guest: Civil Service Commission Regional Office IV Public Assistance and Liaison Division Chief HRS Momer Suringa  
Office for Financial and Assets Management Chief HRS Sam Manglicmot



This episode introduces two of the major activities lined up for the celebration of the 122nd Philippine Civil Service Anniversary (PCSA)–the Online Zumba and Film Showing as the kickoff, and the offering of special treats to government workers.

Watch Now!

Guests : Chief HRS Momer Suringa  
CSC Regional Office No. IV Public Assistance and Liaison Division

Chief HRS Sam Manglicmot  
CSC Office for Financial and Assets Management

Short URL : <https://fb.watch/fXqMZC25dy/>

**2022 PUBLIC SECTOR HR SYMPOSIUM AND PCSA PHOTO CONTEST**



Guest: Acting Director IV Victoria F. Esber, Civil Service Institute  
Director III Krunimar Antonio Escudero III, Human Resource Relations Office



In this episode, guests talk about what to expect in the upcoming 2022 Public Sector HR Symposium, and how civil servants and public sector employee organizations can join the PCSA Photo Contest.

Watch Now!

Guests : Acting Executive Director IV Victoria F. Esber  
CSC Civil Service Institute

Director III Krunimar Antonio Escudero III  
CSC Human Resource Relations Office

Short URL : <https://fb.watch/fXqODAR-11/>

**CCB: ISANG DEKADA NG PAGLILINGKOD**



Guests: Assistant Secretary IBNE S. OLIVERA, Office of the Assistant Secretary for Office of the Secretary (OSCS) Concerns, DSWD  
OIC Chief Andro V. Santiago, Stakeholders Affairs Division-Stakeholders Relations Service, DPWH  
Director IV Maria Luisa Salonga-Agamata, Program Manager Contact Center ng Bayan, CSC  
Mr. Nathaniel P. Lanuzo, Senior HR Specialist, CCB Team Leader



This episode features the 10th anniversary of the CSC's Contact Center ng Bayan. Guests from DPWH and DSWD talk about how the partnership between CCB and their agency helped improve service delivery through effective feedback management and customer relations.

Watch Now!

Guests : DSWD Assistant Secretary Irene B. Dumlao

Director IV and CCB Program Manager  
Maria Luisa Salonga-Agamata  
CSC Public Assistance and Information Office

OIC Chief Andro V. Santiago  
DPWH Stakeholders Affairs Division

CCB Team Leader Nathaniel P. Lanuzo

Short URL : <https://fb.watch/fXqH0zCd0f/>

# LINGKOD BAYAN DIARIES

AN ANTHOLOGY OF CIVIL SERVANTS' STORIES

Lingkod Bayan Diaries is the CSC's documentary series on the lives and achievements of exemplary public servants. The videos are produced and released monthly through the CSC's official Facebook Page ([www.facebook.com/civilservicegovph](http://www.facebook.com/civilservicegovph)) and YouTube Channel ([www.youtube.com/cscphmedia](http://www.youtube.com/cscphmedia)) to tell the stories of outstanding men and women in government and to encourage nominations to the annual Search for Outstanding Government Workers.

Watch the previous episodes by scanning the QR codes or visiting the links below:



## JULY

Gerard M. Lavadia, Department Head of Tagbilaran City's Disaster Risk Reduction and Management Office, was awarded the Civil Service Commission Pagasa Award in 2021 for his innovativeness in implementing disaster risk reduction and management programs. He designed and carried out Gawad Kalasag and the Communication Line for Emergency Alarm and Response System (CLEAR), an interactive, automated, and integrated early warning system.

In this video, he shares his thoughts on disaster preparedness, his passion for the job despite risks, and his message for fellow civil servants.

Short URL: <https://fb.watch/fXzc1ntHgx/>



## AUGUST

Nelly Siababa Aggangan, Scientist II of the National Institute of Molecular Biology and Biotechnology, University of the Philippines Los Baños, Laguna, was awarded the Presidential Lingkod Bayan Award in 2021 for developing significant technologies and breakthrough agricultural biofertilizers which increased tolerance of crops and reduced farmer dependence on chemical fertilizers.

In this video, she walks us through her 40-year journey as a public servant, humble beginnings, and her inspiration for all the agricultural innovations she has led to improve the lives of farmers.

Short URL: <https://fb.watch/fXz1GvsDPg/>



## SEPTEMBER

The Technology Commercialization Team of the Department of Science and Technology's Philippine Council for Agriculture, Aquatic, and Natural Resources Research and Development (DOST-PCAARRD) shares their journey in introducing technology commercialization in the country.

The group significantly improved the knowledge management ecosystem of the country's agriculture, aquatic, and natural resources sector thru technology transfer activities.

For their achievements, they were conferred the Civil Service Commission Pagasa Award in 2021.

Short URL: <https://fb.watch/fXznGY4kDe/>



# Policy HIGHLIGHT

This year, the CSC introduced Policy Highlight as its new monthly video content on Facebook and YouTube. If you are an HR practitioner looking to brush up on information about guidelines and procedures, or a government worker who would like to understand HR policies better, make sure to check out Policy Highlight.

In this series of videos and resource materials, the CSC shares highlights of HR policies to continue informing civil servants of updated or new rules, or of existing guidelines that respond to current issues and concerns.

Watch the previous episodes by scanning the QR codes or visiting the links below:



## Policy Highlight

### Joint Memorandum Circular No. 1, series of 2020

**GUIDELINES ON OCCUPATIONAL SAFETY AND HEALTH  
STANDARDS IN THE PUBLIC SECTOR ISSUED BY THE  
CIVIL SERVICE COMMISSION, DEPARTMENT OF HEALTH,  
AND DEPARTMENT OF LABOR AND EMPLOYMENT**



Scan to watch

This Policy Highlight features Joint Memorandum Circular No. 1, series of 2020 or the Guidelines on Occupational Safety and Health Standards in the Public Sector issued by the Civil Service Commission, Department of Health, and Department of Labor and Employment.

The said three agencies recognize the need for all government agencies to establish a set of Occupational Safety and Health Standards to protect all government employees from the hazards of injury, sickness, or death through the adoption of safe and healthy working conditions.

URL: <https://fb.watch/fXBfNtdD87/>



## Policy Highlight

### feat. CSC Resolution No. 2200253 2022 PHILIPPINE CIVIL SERVICE ANNIVERSARY CELEBRATION



Scan to watch

This video features CSC Resolution No. 2200253 on the 122nd Philippine Civil Service Anniversary (PCSA), in which the Civil Service Commission invites all government agencies and workers to participate in the celebration.

The Philippine Civil Service Anniversary commemorates the establishment of the Philippine Civil Service by virtue of Public Law No. 5 (An Act for the Establishment and Maintenance of an Efficient and Honest Civil Service in the Philippine Islands) on 19 September 1900. This is also pursuant to Presidential Proclamation No. 1050, series of 1997 declaring the month of September as the Civil Service Month.

URL: <https://fb.watch/fXBnfHclEA/>



## Policy Highlight

### feat. CSC Resolution No. 2200162

**GUIDELINES ON THE IMPLEMENTATION OF THE PERSONNEL  
POLICIES AND OPTIONS FOR AFFECTED PERSONNEL PURSUANT  
TO EXECUTIVE ORDER NO. 138, S. 2021**



Scan to watch

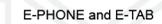
This video features CSC Resolution No. 2200162 promulgated on 26 January 2022, also known as the "Guidelines on the Implementation of the Personnel Policies and Options for Affected Personnel Pursuant to E.O. No. 138, s. 2021". The resolution took effect on 24 April 2022.

E.O. 138 provides for the full devolution of certain functions of the Executive Branch to the Local Governments Units, as well as the creation of a Committee on Devolution. This was issued by President Rodrigo Roa Duterte on 1 June 2021 in consonance with the Supreme Court ruling in Mandanas, et al. vs. Executive Secretary, also known as the Mandanas ruling.

URL: <https://fb.watch/fXBqOITU70/>

# 122<sup>nd</sup> CSC CIVIL SERVICE COMMISSION Republic of the Philippines PHILIPPINE CIVIL SERVICE ANNIVERSARY

The Civil Service Commission acknowledges the following partners for offering special treats to government workers in line with the celebration of the 122nd Philippine Civil Service Anniversary



Your direct line to efficient public service

# REPORT THE FOLLOWING VIOLATIONS

under Section 21 of Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018

- 1** Refusal to accept application or request with complete requirements being submitted by an applicant or requesting party without due cause;
- 2** Imposition on additional requirements other than those listed in the Citizen's Charter;
- 3** Imposition of additional costs not reflected in the Citizen's Charter;
- 4** Failure to give applicant or requesting party a written notice on the disapproval of an application or request;
- 5** Failure to render government services within prescribed processing time on any application and/or request without due cause;
- 6** Failure to attend to applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break;
- 7** Failure or refusal to issue official receipts; and
- 8** Fixing and/or collusion with fixers in consideration of economic and/or other gain or advantage.

## PENALTIES and LIABILITIES (Section 22 of R.A. No. 11032)

### (a) 1ST OFFENSE

Administrative liability with six (6) months suspension:  
Provided, however, that in case of fixing and/or collusion with fixers under Section 21 (h), the penalty and liability under Section 22(b) of this Act shall apply.

### (b) 2ND OFFENSE

Administrative liability and criminal liability of dismissal from the service, perpetual disqualification from holding public office and forfeiture of retirement benefits and retirement.

Criminal liability shall also be incurred through the commission of bribery, extortion, or maliciously soliciting favor in cash or in kind.  
The Penal Code and other special laws shall also apply.

*The International Association of Business Communicators (IABC) awarded the Contact Center ng Bayan the 2014 Quill Award for Communication Management Strategies for Customer Relations*

Text

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