



# THE CIVIL SERVICE REPORTER

**GAWING LINGKOD BAYANI ANG BAWAT KAWANI**

Volume 59 No. 3

3rd Quarter 2018 Issue



**SPECIAL PHILIPPINE CIVIL SERVICE  
ANNIVERSARY ISSUE**





# WHEN YOU'RE WITH FILIPINOS YOU'RE WITH FAMILY

Jack Ellis  
Traveler

Hinatuan Enchanted River  
Surigao, Philippines

IT'S MORE FUN IN THE  
**PHILIPPINES**  
[www.tourism.gov.ph](http://www.tourism.gov.ph)

*The participating choral groups at the 2018 Government Choral Competition held at the Cultural Center of the Philippines wowed the audience with their grand choral performance singing "Kaya Ko ang Pagbabago" conducted by Dr. Arwin Tan of the Philippine Choral Directors Association. (see related story on p. 9)*



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## Success Stories from the Frontlines

**A**part from the Contact Center ng Bayan, the Civil Service Commission attends to requests for assistance on various government services through its Public Assistance Centers (PACs) located at the Public Assistance and Information Office (CSC Central Office, Batasan Hills, Quezon City) and its 16 Regional Offices nationwide. These PACs receive queries, requests for assistance, and other concerns through phone call, text message, email, snail mail, and even from walk-in clients.

We would like to thank our clients who take the time to give us feedback and suggestions on the services rendered by our PACs. We use these as inputs to help us serve you better.

**Name of Client:** Lizel L.

**Service Availed:** Purchase of publication/Photocopy

**Message:** *I arrived very early in the morning and Sir Rey attended to my request. He was very receptive, welcoming, and friendly. Thank you, CSC!*

**Name of Client:** Ana D.

**Service Availed:** Request for Certificate of No Pending Admin Case

**Message:** *I just want to express my gratitude for the courteous and speedy action of the person in charge of clearance required for my request for extension of service. How I wish all government employees would serve clients the way CSC does.*

**Name of Client:** Maria Elizabeth G.

**Service Availed:** Request for Certificate of No Pending Admin Case

**Message:** *Mr. Nad and Mr. Reynaldo were very accommodating. Even if Mr. Nad was about to take his lunch, he attended to my request first. Mr. Reynaldo facilitated the release of five copies of clearance that I requested. I am very satisfied with the services of the CSC Public Assistance Office staff.*

**Name of Client:** Cristina G.

**Service Availed:** Inquiry about Special Eligibility

**Details:** *I went here to apply for eligibility and they informed me that I need to go to CSC Region 4. They told me what to do and how to get there. They even provided me with a sketch.*

**Name of Client:** Jeffry O.

**Service Availed:** Request for Assistance/Follow up

**Details:** *They provide excellent service to clients and prompt action on queries via email and phone call. The frontline service providers are courteous and accommodating. Keep it up!*

The Public Assistance Center at the CSC Central Office may be reached through hotline numbers (02) 932-0111, 951-2575, 951-2576; text message at 0917-8398272; or email at [paio.pasd@csc.gov.ph](mailto:paio.pasd@csc.gov.ph). For a directory of CSC Regional Offices, please go to [www.csc.gov.ph](http://www.csc.gov.ph). The Contact Center ng Bayan may be reached via tel. no. 1-6565, SMS at 0908 8816565, or e-mail at [contactcenterngbayan.gov.ph](mailto:contactcenterngbayan.gov.ph).

# FROM THE CHAIRPERSON'S DESK

# HEROES IN OUR MIDST

The film, "Goyo: Ang Batang Heneral", made us ponder on the true meaning of heroism. Gregorio del Pilar was a young general, prominent for his wartime exploits. He is known in history books to have led a platoon that defended Tirad Pass.

The film attempts to humanize our heroes and reminds us to temper our perception and expectations toward them. Reflecting on this, two points emerge: one, that the heroes we look up to are humans like us, riddled with faults; and two, that heroes do not need to have impeccable personalities and remarkable life stories. Heroism can simply mean persevering for a worthy cause, despite many odds. The fight may fail in the end, but it is in the journey where one's heroic qualities such as firm resolve, selflessness, and passion, shine through.

Goyo reminds me of the public servants who somehow find the time, energy, and motivation to deliver beyond their perceived limitations, and to show integrity when most people would

choose the easy or safe course of action. They are fueled by their aspiration of a more comfortable and secure future for Filipinos; I consider them as heroes.

In this issue of the *Civil Service Reporter*, we detail what had transpired in the month-long celebration of the 118 th Philippine Civil Service Anniversary (PCSA). The annual PCSA not only aims to commemorate the birth of the civil service system in 1900, but to also recognize the contributions of the many lingkod bayani or servant heroes in our midst. With this issue, we hope to encourage our readers to appreciate the efforts of civil servants and to recognize and emulate the values of our servant heroes.

Happy reading!

  
ALICIA dela ROSA-BALA  
Chairperson

## THE CIVIL SERVICE REPORTER

*GAWING LINGKOD BAYANI ANG BAWAT KAWANI*

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# **FUN RUN KICKS OFF CIVIL SERVICE ANNIVERSARY**



**M**anila – Around 15,000 runners, mostly government workers, joined the R.A.C.E. to Serve 8 Fun Run on 2 September 2018 to kick-start the celebration of the 118th Philippine Civil Service Anniversary (PCSA).

Organized by the Civil Service Commission (CSC)-National Capital Region, the race began at 5 a.m. at the Quirino Grandstand as runners made their way through the stretch of the southbound lane of Roxas Boulevard up to EDSA.

The following were the winners of the fun run:

10K Men's Category: Jeson Agravante (1st), Eugene P. Postrado (2nd), Evelou A. Abutas (3rd); 10K Women's Category: Mea Gey Adaliaan S. Ninura (1st), Jelsie Sabado (2nd), Janice Nerza (3rd);

5K Men's Category: Joel T. Cabanag (1st), Edward S. Flores (2nd), Aris O. Africa (3rd); 5K Women's Category: Jie Ann P. Calis (1st), Abegail Manzano (2nd), Jhanine Eve V. Mansueto (3rd);

3K Men's Category: Ferdinand Tridanio (1st), Milbert M. Guarte (2nd), Mitch Richmond Fulgado (3rd); 3K Women's Category: Clarita Bernaldez Dullon (1st), Cynthia Tomado (2nd), Jeanette De Jesus (3rd).

Proceeds from the fun run will go to the *Pamanang Lingkod Bayani* (PLBi), a program that honors public servants who died in the line of duty.

The CSC recognizes their hard work and sacrifice through the program's three (3) components: the *Pamanang Parangal sa Lingkod Bayani*, a posthumous award/citation in the form of a plaque signed by the CSC Chairperson; the *Pamanang Lingkod Bayani Iskolarsyip*, a scholarship program in partnership with the Philippine Association of State Universities and Colleges offering a discount on tuition fees for three (3) immediate family members; and the *Pondong Pamanang Lingkod Bayani*, a one-time grant of financial assistance.

Since 2011, the CSC has granted financial assistance to the families of 118 PLBi awardees including Municipal Health Officer Dreyfuss B. Perlas who was shot dead on his way home from a medical mission in Sapad, Lanao del Norte; Police Officer I Gary N. Cabaguing who was killed while serving a warrant of arrest of a known drug pusher in Samar; Metro Manila Development Authority Traffic Aide I Sonny DC. Acosta who was killed in a hit-and-run accident in 2014; and a number of Typhoon Yolanda heroes.

Similar kickoff activities were held throughout the country.

The annual PCSA seeks to commemorate the birth of the Philippine civil service system in 1900, as well as to celebrate the contributions and hard work of state workers nationwide. This year's theme, "Lingkod Bayani: Maka-Diyos, Makatao, Makabayan", aims to remind civil servants of their role in exemplifying love of God and country, building a citizen-centric government, and promoting *malasakit* in public service for their number one client—the Filipino people.

# PCSA Highlights

CSC Chairperson Alicia dela Rosa-Bala, CSC Office for Human Resource Management and Development Director IV Editha dela Peña, and CSC National Capital Region Director IV Judith Chicano signal the start of the run.



Winners of the 5K category



Winners of the 3K category



Winners of the 10K category

CSC officials at the starting line



# REGIONAL KICK OFF ACTIVITIES



A beautiful sunrise at the bay served as the backdrop for the calisthenics and stretching exercises before the start of the "Fun Run and Zumba 2018" held 6 September at Poro Point Freeport Zone and Baywalk, San Fernando City, La Union. More than 1,500 government officials and employees participated in the event spearheaded by CSC RO I and CSC Field Office-La Union, in cooperation with the Association of Regional Executives in Region 1.



CSC RO VI Director IV Rodolfo B. Encajonado (rightmost) pose with the winners of the R.A.C.E. to Serve Fun Run Male (Government) 5K Category in a victory photo. Around 1,800 runners from the private and public sectors joined the event held 2 September in Iloilo City, which served as the official kick-off activity of the 118th PCSA celebration in the region.



Bureau of Fire Protection employees join the exercise before the start of the 7th CSC RO VII Fun Run held 1 September at the UP Cebu Grounds, Lahug, Cebu City. More than a thousand runners from the public and private sectors participated in the activity. In the same event, CSC RO VII awarded a check worth Php100,000 to the parents of PO2 Rey Anthony V. Nazareno, a police officer from Bohol who was killed fighting the Abu Sayyaf forces, as part of the Pamanang Lingkod Bayani Program.



A total of 263 government workers in Region XII loosen up in the "Zumba for A Cause" spearheaded by CSC RO XII on 7 September at the Cotabato City State Polytechnic College, Cotabato City.

# BAYUGAN CITY WINS CHORAL COMPETITION

The Bayugan City Educators Chorale was hailed grand champion among eight choral groups at the 2018 Government Choral Competition Grand Finals held 18 September 2018 at the Cultural Center of the Philippines (CCP), Manila.

First runner-up was City Government of Makati Employees Chorale, followed closely by Dasmariñas City Teachers' Chorale as second runner-up, and DepEd Catanduanes Division Choral as third runner-up.

The other choral groups which competed were COA Central Office/NCR Choir, National Power Chorale, Naval State University Chorale, and DepEd Division of Agusan del Sur Teachers' Chorale.

Prim Ross L. Eng and Saunder Choi, both from Bayugan City Educators Chorale, were named Best Conductor and Best Arranger of Competition Song, respectively.

The competing chorals performed "Kawani ng Gobyerno, De Kalidad ang Serbisyo" written by Richard M. Bugho of Philippine Health Insurance Corporation Region VIII, who won the songwriting competition for *Dekada na ang ARTA* in the said region, along with two other pieces.

For the grand choral performance, they sang "Kaya Ko ang Pagbabago" written by Edward Gonzales and arranged by Saunder Choi.

The performances were judged by National Artist Dr. Ramon P. Santos, Tristan Ignacio, Dr. Raul Navarro, Ralph Hoffman, and Jude Edgard Balsamo—all established names in the field of music.

Celebrities-turned-public officials—Danilo Ramon S. Fernandez, mayor of Santa Rosa City, Laguna, and Andrea Anne V. del Rosario, vice mayor of Calatagan, Batangas—engaged the audience as masters of ceremonies.

Organized by CSC Regional Office IV, the National Commission on Culture and the Arts, and the CCP, the 2018 Government Choral Competition was one of the major events in celebration of the 118 th Philippine Civil Service Anniversary (PCSA) this September. It aims to showcase the musical creativity of talented government employees, promote Filipino culture and arts, and inculcate in the minds of public servants a culture of excellence in public service.

*The Bayugan City Educators Chorale, Grand Champion*



*Below are highlights from the Government Choral Competition Grand Finals held on 18 September 2018 at the Cultural Center of the Philippines (CCP).*



*The Makati Employees Chorale, 1st runner up*



*The Dasmariñas City Teachers' Chorale, 2nd runner up*



*The DepEd Catanduanes Division Choral, 3rd runner-up*



The COA Central Office/NCR Choir

The NSU Chorale (Naval State University)



The National Power Chorale



The DepEd Division of Agusan del Sur Teachers' Chorale



Ms. Bayang Barrios and the UP Dance Company rendered intermission numbers in between the choral performances at the CCP.



The 2018 Presidential *Lingkod Bayan* awardees with President Rodrigo Roa Duterte, Executive Secretary Salvador Medialdea, and CSC Chairperson Alicia dela Rosa-Bala



## TEACHERS, SCIENTISTS LEAD RECIPIENTS OF AWARD FOR OUTSTANDING GOVERNMENT WORKERS

President Rodrigo Roa Duterte conferred the Outstanding Government Workers Award to 27 individuals and three groups during the awards rites on 27 September 2018 in Malacañang.

Leading this year's awardees are teachers determined to create an engaging, interactive, and supportive learning environment despite challenges of mobile education in far-flung communities. These educators brave steep and narrow mountain trails, neck-deep rivers, and the danger of being caught in the crossfire of armed groups; they also use their personal resources to bring education to remote areas in the country.

Scientists who are determined to address the crisis on the country's rice industry through their inventions and research work on developing heat-tolerant, good eating quality, high yield, and early maturity rice varieties also made it to the list.

The three award categories handed by President Duterte are the Presidential *Lingkod Bayan* Award, Outstanding Public Officials and Employees or the *Dangal ng Bayan* Award, and the Civil Service Commission (CSC) Pagasa Award.

"I am proud to present to the President the gems in public service, the best people to introduce to our fellow Filipinos as catalysts of positive change within the Philippine bureaucracy. They are the heroes in public service, the *lingkod bayani* who quietly and without fanfare pursued their tasks with indefatigable commitment, excellence, and integrity, to the extent of putting their lives on the line in the spirit of public service," remarked CSC Chairperson Alicia dela Rosa-Bala.

The Presidential *Lingkod Bayan* is conferred to an individual or group for exceptional or extraordinary contributions that had nationwide impact. One of this year's recipients is Supervising Science Research Specialist Michael A. Gragasin of the Philippine Center for Postharvest Development and

Mechanization. He designed the Compact Corn Mill and the Impeller Rice Mill enabling faster shift of milling from white rice to brown rice, higher product yield with lesser broken grains and wastage, and lower cost of milling. His initiatives are in line with PhilMech's Agricultural Roadmap of attaining rice sufficiency for Filipinos.

Other awardees of the 2018 Presidential *Lingkod Bayan* Award include Director I Sailila E. Abdula of the Philippine Rice Research Institute (PhilRice), Department of Agriculture; Lt Col Ricky P. Bunayog, Assistant Chief of Staff for Operations, G3, 6th Infantry Division, Philippine Army; Professor Gerry A. Camer of the University of Eastern Philippines; Dr. Brigida A. Claro (Posthumous) of the Baguio General Hospital and Medical Center;

Plant Manager Palawan A. Lomondaya of the Agus 1 & 2 Hydroelectric Power Plant, National Power Corporation Mindanao Generation; Chief Science Research Specialist Norvie L. Manigbas of the PhilRice; Engineer III Marcelino E. Odon of the National Food Authority—Nueva Vizcaya Provincial Office; State University President Honorio M. Soriano Jr. of the Pampanga State Agricultural University; and the VSU Forestal Advocates of the Visayas State University.

The Outstanding Public Officials and Employees or the *Dangal ng Bayan* Award, on the other hand, is conferred to an individual for performance of extraordinary act or public service and consistent demonstration of exemplary ethical behavior on the basis of adherence to the Code of Conduct and Ethical Standards for Public Officials and Employees. One of the 2018 *Dangal ng Bayan* awardees is Laborer I Gelson A. Rili, a street sweeper from the City Government of Marikina. He is awarded for diligently performing his tasks despite dangers and risks posed by his job. His inspiring story includes that of using a makeshift boat made of plastic in transporting residents to safety when floodwaters rose in Tumana, Marikina.



*President Rodrigo Roa Duterte delivers the keynote message during the awards rites.*



*CSC Chairperson Alicia dela Rosa-Bala opens the ceremony with a brief message.*



*CSC Public Assistance and Information Office Director IV and Honor Awards Program Secretariat Head Maria Luisa Salonga-Agamata served as the master of ceremonies*

Other recipients of the 2018 *Dangal ng Bayan* Award are Master Teacher I Windel V. Alvarez of the Tabgon Elementary School, Department of Education (DepEd)–Division of Camarines Sur; Dr. Eva Maria C. De La Paz of the National Institutes of Health, University of the Philippines Manila; State Auditor III Romel C. Espiña of the Commission on Audit Regional Office XIII; Midwife II Laurensa S. Joldanero of the Municipal Government of San Jose, Occidental Mindoro;

Head Teacher I Roderick L. Labay of Apnagan Elementary School, DepEd–Division of Oriental Mindoro; Teacher I Annie Lee C. Masongsong of Labo Elementary School, DepEd–Division of Oriental Mindoro; Administrative Aide I Rey B. Peñaranda, Department of Social Welfare and Development–Field Office VIII in Tacloban, Leyte; Teacher III Lowel Adrian M. Solayao of Pilar National Comprehensive High School, DepEd–Division of Sorsogon; and Provincial Veterinarian Mary Rose B. Vincoy of the Provincial Government of Cebu.

The CSC *Pagasa* Award is given to an individual or group of individuals for outstanding contributions that directly benefit more than one department of the government. One group awardee is recognized for empowering the indigenous and Muslim communities of the City of Tagum. The efforts of the Tribal and Muslim Affairs Team capacitated traditional leaders to actively participate in city and barangay legislation, and to gain representation in various committees and councils in Tagum.

Awardees of the 2018 CSC *Pagasa* include Head Carpenter Arnulfo B. Agluba of the Metropolitan Waterworks and Sewerage System–Corporate Office; Principal II Annabelle A. Alipo-On of Payao Elementary School, DepEd–Division of Negros Occidental; Information Technology Officer III Roger F. Barroga of PhilRice; Dr. Marie Charyll H. Jamolo of the Bureau of Jail Management and Penology–Regional Office VI;

Police Chief Superintendent Rodelio B. Jocson of the Philippine National Police; Mayor Albin D. Magdamit of the Municipal Government of Prosperidad, Agusan del Sur; Community Development Officer IV Rhea Jane P. Mallari of the Subic Bay Metropolitan Authority; Midwife I Bhen Zar M. Sam of the Municipal Government of Maco, Compostela Valley; and the Botanical Dewormer Team of Capiz State University.

The annual Search for Outstanding Government Workers forms part of CSC's Honor Awards Program (HAP), which recognizes government officials and employees who have displayed outstanding work performance and exemplary conduct and ethical behavior. The program aims to motivate or inspire government employees to improve the quality of their performance and instill deeper involvement in public service.

*For more details on this year's awardees, contact the HAP Secretariat at telephone numbers (02) 931-7993, (02) 932-0381 and (02) 931-4180 or email [hapsecretariat@yahoo.com](mailto:hapsecretariat@yahoo.com) or [hapsecretariat@gmail.com](mailto:hapsecretariat@gmail.com).*



1st row, middle, L-R: Executive Secretary Salvador Medialdea, President Rodrigo Roa Duterte, CSC Chairperson Alicia dela Rosa-Bala, CSC Commissioner Leopoldo Roberto W. Valderosa Jr., and CSC Public Assistance and Information Office Director IV and Honor Awards Program Secretariat Head Maria Luisa Salonga-Agamata with CSC's executives during the 2018 Awards Rites for Outstanding Government Workers.



The 2018 CSC Pagasa awardees with President Rodrigo Roa Duterte, Executive Secretary Salvador Medialdea, and CSC Chairperson Alicia dela Rosa-Bala



The 2018 Dangal ng Bayan awardees with President Rodrigo Roa Duterte, Ombudsman Samuel Martires, Executive Secretary Salvador Medialdea, CSC Chairperson Alicia dela Rosa-Bala, and CSC Commissioner Leopoldo Roberto W. Valderosa Jr.

# AWARDS RITES FOR HAP REGIONAL AWARDEES



CSC RO III Director IV Nelson G. Sarmiento and Acting Director III Rosalinda A. Tanaliga-Oliva, and PAIO Director IV and Honor Awards Program Secretariat Head Maria Luisa Salonga-Agamata, pose with the regional awardees of Central Luzon during the regional awards rites last 12 September in Pampanga. Among the regional awardees, the following were hailed as national finalists: 1) Philippine Rice Research Institute (PRRI) Chief Science Research Specialist Norvie Manigbas; 2) Philippine Center for Postharvest Development and Mechanization Supervising Science Research Specialist Michael Gragasin; 3) PRRI Director I Sailila Abdula; 4) Subic Bay Metropolitan Authority Community Development Officer IV Rhea Jane Mallari; 5) Pampanga State Agricultural University President III Honorio Soriano Jr.; and 6) PRRI Information Technology Officer III Roger F. Barroga.



CSC RO VII Director Editha D. Luzano (leftmost) and CSC Office of the Chairperson Director IV Carlo D. Bala (rightmost) award the citation, trophy, and cash reward to the Bayawan Aquaculture Team headed by its team leader, Ms. Faith Napigkit (4th from left). The team was hailed Presidential Lingkod Bayan national semi-finalist/regional winner in the 2018 Search for Outstanding Government Workers. The Regional Awards Rites was held 13 September at the Cebu Provincial Capitol Social Hall. Also in photo are the team members (L-R) Jandy P. Bito-on, Ronaldo T. Rusiana, Corazon P. Lirazan, Ricky G. Abayon, and Edwin E. Zuniega.



CSC Commissioner Leopoldo Roberto W. Valderosa Jr. (4th from left) poses for a souvenir photo with the 2018 Search for Outstanding Government Workers semi-finalists/regional winners: Botanical Dewormer Team of Capiz State University composed of Dr. Bede P. Ozaraga and Ma. Sylvia I. Ozaraga (5th and 6th from left); Principal II Annabelle A. Alipo-on of Payao Elementary School, Negros Occidental (4th from right); and Senior Inspector Marie Charyll H. Jamolo of Bureau of Jail Management and Penology RO VI (3rd from right). The recognition program was held 6 September at SM City Iloilo. Also in photo are CSC RO VI officials and the Regional Committee on Awards members.



The seven (7) regional winners of the 2018 Search for Outstanding Government Workers in Zamboanga Peninsula proudly hold their plaques as they pose for a photo. The awarding ceremony was held 5 September at the Grand Astoria Hotel, Zamboanga City. In photo (from L-R) are CSC Regional Office IX Dir. III Atty. Mario Jose T. Cunting, President Nasser A. Salain, Basilan State College; Ms. Sitti Aisa T. Askalani, Department of Social Welfare and Development Field Office IX; Engr. Cayamombao D. Dia (Representative of Dir. Jorge U. Sebastian, Jr.); Regional Dir. Ofelia B. Domingo, Department of Labor and Employment; Governor Antonio H. Cerilles, Provincial Government of Zamboanga del Sur; Provincial Dir. Ceferino J. Rubio, Department of Trade and Industry-Zamboanga City; Regional Dir. Maria Teresa M. Camba, Department of Information and Communications Technology Mindanao Cluster I; CSC RO IX Director IV Alvin R. Araneta; and Atty. Cynthia J. Rivera-Florendo also of CSC RO IX.



Midwife I Bhen Zar M. Sam (5th from left) of the Municipal Health Office of Maco, Compostela Valley, receives the Certificate of Recognition from CSC Chairperson Alicia dela Rosa-Bala (4th from left) and CSC Commissioner Leopoldo Roberto W. Valderosa Jr. (6th from left) while CSC RO XI Director Adams Torres (5th from right) looks on during the awarding program held 11 September at the Grand Men Seng Hotel, Davao City. Sam was conferred the certificate as CSC Pagasa national semi-finalist/regional winner in the 2018 Search for Outstanding Government Workers.

# MORE THAN 7,000 VACANCIES OFFERED IN GOVERNMENT JOB FAIR

**Q**uezon City – Hundreds of jobseekers trooped to SM City North EDSA Skydome, Quezon City on 26-27 September 2018 to participate in the Government Job Fair organized by the CSC Examination, Recruitment and Placement Office and CSC National Capital Region (NCR).

Twenty-three (23) agencies offered more than 7,000 vacancies, including 3,000 Fire Officer I, 2,000 Jail Officer I, and 777 Revenue Officer I positions from the Bureau of Fire Protection, Bureau of Jail Management and Penology, and the Bureau of Internal Revenue, respectively, for deployment to various areas nationwide.

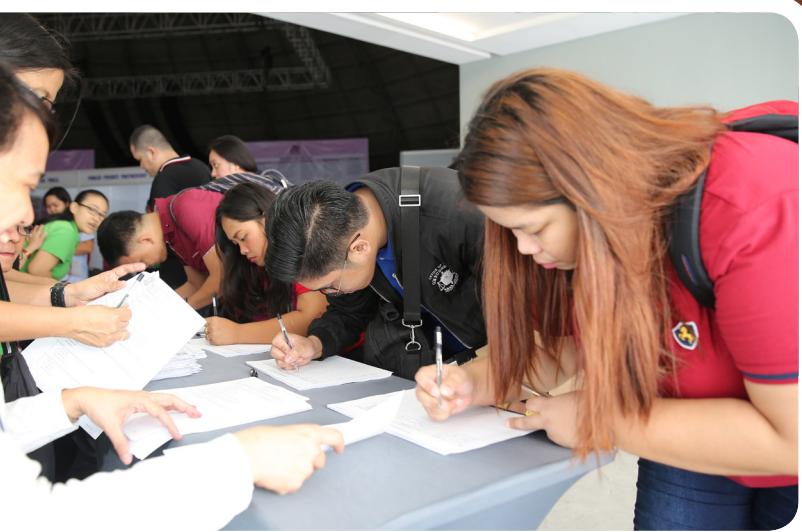
The job applicants also attended the free seminars on career service examinations, Republic Act No. 6713 (Code of Conduct and Ethical Standards for Public Officials and Employees), and rules on the Statement of Assets, Liabilities and Networth (SALN), among other topics that prospective civil servants need to know.

CSC Regional Offices also conducted job fairs in their respective regions, except in Region 1, Caraga, and ARMM.

The Government Job Fair is one of the activities lined up in celebration of the 118th Philippine Civil Service Anniversary in September. Its aim was to help highly qualified civil service eligibles to land a job, and encourage talented jobseekers to serve the public.



(From L-R) Department of Labor and Employment Secretary Silvestre Bello III, CSC Chairperson Alicia dela Rosa-Bala, CSC Commissioner Leopoldo Roberto W. Valderosa Jr., and Department of Health Undersecretary Roger P. Tong-An cut the ribbon signaling the formal opening of the job fair.



Jobseekers take their chances applying for a government position at the 2018 Government Job Fair which ran from 7-8 September at SM City Iloilo. Around 17 government agencies participated in the said event. Also as part of the PCSA celebration, CSC RO VI spearheaded the "Government Express at the Mall" on 3-6 September. Twenty-one (21) government agencies brought their frontline services to SM City Iloilo for the convenience of the public.

Jobseekers came early to register for the event and search for career options.



CSC Chairperson Alicia dela Rosa-Bala and Jobstreet.com Country Manager Philip A. Gioca present the signed Memorandum of Agreement allowing the posting of government vacancies on the Jobstreet website.



CSC Chairperson Alicia dela Rosa-Bala and Dole Secretary Silvestre Bello III present the signed Memorandum of Understanding allowing the posting of government vacancies on the PhilJobNet portal and the PESO Employment Information System (PEIS), and the promotion of these vacancies to beneficiaries of the Government Internship Program.

# DTI, CSC visit key cities for R.A. 11032 roadshow



*Members of the Implementing Rules and Regulations (IRR) Technical Working Group represented by CSC Director IV Maria Luisa Salonga-Agamata (seated rightmost), CSC Director IV Alma Flores-Foronda (standing 6th from left), DTI Secretary Ramon Lopez (seated 2nd from left), and Assistant Secretary Mary Jean Pacheco (seated leftmost) in a meeting with RA 11032 author, Senator Juan Miguel Zubiri (seated 2nd from right) to discuss clarifications raised during the nationwide consultations on the crafting of the IRR*

The Civil Service Commission (CSC) took part in a series of public consultations organized by the Department of Trade and Industry on Republic Act No. 11032, also known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 (EODB-EGSD).

The roadshow, held from 3 September to 2 October in 16 key cities/municipalities nationwide, was aimed at informing the public and private sectors on the provisions of the law, as well as to solicit comments on the proposed Implementing Rules and Regulations (IRR).

CSC representatives from the Public Assistance and Information Office and the Office for Legal Affairs served as resource persons, particularly on provisions relating to the ARTA Unit in the CSC, the Citizen's Charter, Report Card Survey, Violations, Penalties, and Administrative Jurisdiction.

Participants who attended the roadshow shared numerous recommendations to ensure that R.A. 11032 would be effectively implemented and that its objectives would be fully attained. These include extending the validity of certain licenses or permits for up to five years, beefing up automation in government frontline service offices, and addressing issues on personnel complement and capability to help fast-track business processes.

The EODB-EGSD Act was signed by President Rodrigo Roa Duterte on 28 May and took effect on 17 June. The IRR is targeted to be promulgated on 22 October 2018.

*Do you want to learn more about R.A. 11032 or the EODB-EGSD Act? Turn to p.33 to read our related feature article explaining some of the terms introduced in the new law.*

*Presentation of IRR draft to the Office of the Deputy Executive Secretary for General Administration (ODESGA) last 10 October 2018  
In photo: Members of the IRR Technical Working Group from the DTI led by Undersecretary Rowel Barba and Assistant Secretary Mary Jean Pacheco; from the CSC led by Assistant Commissioner Ariel G. Ronquillo, Director IV Maria Luisa Salonga-Agamata, and Director Bernard Jimenez; from the DILG led by Assistant Director Dennis Villasenor; and from the UP Law Center led by Director Nicholas Felix Ty, Prof. Michelle San Buenaventura Dy, and Prof. Golda Minoza. Also present were Deputy Executive Secretary for General Administration McJill Fernandez, Deputy Executive Secretary for Legal Affairs Ryan Alvin Acosta, and Deputy Executive Secretary for Internal Audit Alberto Bernardo.*



# Revised rules on appointments take effect – CSC

The revised Omnibus Rules on Appointments and Other Human Resource Actions (ORAOHRA)—a consolidation of rules on appointment, promotion, reassignment, separation, and other human resource actions in the civil service—took effect on Sunday, 26 August 2018, the Civil Service Commission (CSC) reported.

The previous version of the ORAOHRA was promulgated on June 16, 2017. In consideration of feedback from its stakeholders, the Commission amended the policy to ensure that its provisions are in accordance with other administrative issuances and pertinent laws.

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

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

## **Publication of vacant positions**

Agencies are required to publish their vacant positions, including vacant executive/managerial positions in the second level, together with their corresponding qualification standards and plantilla item numbers. These should be published and posted in three conspicuous places for a period of at least 10 calendar days for national government agencies (NGA), state universities and colleges (SUC), and government owned or controlled corporations (GOCC) with original charters; and 15 calendar days for local government units.

Agencies should submit the list of their vacant positions authorized to be filled to the concerned CSC Field Office, which shall then post a copy on its bulletin board and forward the list to the CSC Regional Office (CSC RO). The CSC RO shall publish the vacancies in the Bulletin of Vacant Positions found in the CSC website at [www.csc.gov.ph/careers](http://www.csc.gov.ph/careers).

Agencies may also publish the vacancies through other modes such as in the agency website, newspapers, and job search websites.

Anticipated vacancies may be published in the case of retirement, resignation, or transfer, which should be done not earlier than 30 days prior to such retirement, resignation, or transfer.

## ***Shari'a Bar Examinations***

Passing the Shari'a Bar Examinations held in January 2014 and thereafter is considered an eligibility appropriate for appointment to first and second level positions in government. However, the eligibility does not apply to positions covered by bar/board/special laws, those that require special eligibilities, or those that require licenses.

On the other hand, passing the Shari'a Bar Examinations held prior to January 2014 is considered an eligibility appropriate for appointment to first level positions only.

For purposes of appointment, passers of the Shari'a Bar Examinations must submit an authenticated copy of their Certificate of Membership in the Shari'a Bar issued by the Supreme Court.

## ***Bar/Board Eligibility***

Also among the amendments is the acceptance of a professional license, Certificate of Registration, or Report of Rating issued by the Professional Regulation Commission (PRC), Supreme Court, or Maritime Industry Authority (MARINA) as proof of eligibility for appointment to positions not involving the practice of profession. With this provision, passers of Bar and Board Exams are assured of automatic grant of civil service eligibility, called Bar/Board Eligibility (pursuant to Republic Act No. 1080, as amended), which is considered appropriate for first or second level positions in government that do not require practice of profession and are not covered by special laws.

On the other hand, a valid (not expired) professional license issued by the PRC, Supreme Court, or MARINA remains necessary for appointment to positions involving the practice of profession.

The complete text of the revised ORAOHRA may be accessed on the CSC website at [www.csc.gov.ph](http://www.csc.gov.ph) (under Policy Resolutions).

# Almost 100,000 take various exams on Oct. 14



A total of 98,796 hopefuls took various examinations administered by the Civil Service Commission (CSC) last 14 October 2018.

The CSC conducted a special Career Service Professional and Subprofessional Examination for government workers, with the examinees numbering 65,946 and 27,522, respectively. The said exams were intended for those who want to apply for a permanent position or for promotion, as well as for job order and contract of service workers to give them opportunity for possible absorption in the government service.

Some 3,916 took the Basic Competency on Local Treasury Examination (BCLTE), while 555 took the Intermediate Competency on Local Treasury Examination (ICLTE). The said exams form part of the Department of Finance's Standardized Examination and Assessment for Local Treasury Service (SEAL) Program, which aims to professionalize the local treasury service.

Passing the BCLTE results in the conferment of the Local Treasury Eligibility, a second level eligibility appropriate for appointment to Local Treasurer and Assistant Local Treasurer positions, and to positions under the Financial Services which do not require practice of profession and are not covered by RA No. 1080 and others special laws. The ICLTE, on the other

hand, is a requirement for the SEAL Level 2 Certification, and will be appropriate for appointment to higher positions in the local treasury service, particularly for 1st, 2nd, and 3rd class local governments.

The CSC also administered the Pre-Employment Test, Promotional Test, and Ethics-Oriented Personality Test (EOPT), with the examinees numbering 100, 301, and 456, respectively.

These are additional human resource tools used by government agencies in assessing candidates/applicants vying for vacant positions. The Pre-Employment Test serves as a mechanism to filter applications; the Promotional Test allows objective evaluation of applicants' readiness and competencies for promotion purpose; and the EOPT determines the behavioral tendencies and personality profile of applicants. They do not result in the conferment of any type of civil service eligibility.

The List of Passers of the Professional and Subprofessional Exams will be available within 60 days after the date of exam, and within 41 days for the BCLTE, on the CSC website at [www.csc.gov.ph](http://www.csc.gov.ph). The examinees of the other tests may coordinate with the concerned government agencies regarding the release of results.

## Civil service exam for OFWs in Qatar

A total of 397 overseas Filipino workers (OFWs) took the Career Service Examinations-Pen and Paper Test (CSE-PPT) at the Philippine International School in Doha, Qatar on 12 October 2018.

Professional Level test takers were at 364, while the Subprofessional Level examinees numbered 33.

Passers of the Professional level shall be conferred the Civil Service Professional Eligibility, which is needed and appropriate for appointment to both first level (clerical, trade, custodial service) and second level (professional, technical, scientific) positions in the government.

On the other hand, the Subprofessional level passers shall obtain the Civil Service Subprofessional Eligibility appropriate only for first level positions in the government.

After nearly two decades, the Commission has again begun holding the CSE-PPT overseas to cater to OFWs who are interested to obtain a career service eligibility, in the hope of returning and securing government employment back in the Philippines.

In 2016, the CSC administered the examination to a total of 953 OFWs in Hong Kong and Macau.

## CSC clarifies availability of eligibility card

The CSC Eligibility Card, which serves as an official proof of civil service eligibility, is initially available to passers of the 2015 Civil Service Examinations, the Civil Service Commission (CSC) said.

The CSC added that the eligibility card will specifically be available for passers of the May 3, 2015 Career Service Examination Paper and Pencil Test (CSE-PPT); August 16, 2015 Fire Officer Examination; October 18, 2015 CSE-PPT; and December 6, 2015 CSE-PPT (except National Capital Region).

Passers of career service exams and other CSC-administered tests after 2015 will be issued a temporary Certification of Eligibility printed on CSC letterhead at no cost. They may also opt to apply for a regular Certification of Eligibility (printed on security paper at cost).

To avail themselves of the card, 2015 passers should personally claim it at the CSC Regional Office where the eligible took the examination. Representatives are not allowed to do so on their behalf. The following documents should be presented:

- Any of the following ID cards, which must be valid or not expired on the date of claiming: Driver's license, Passport, Professional Regulation Commission (PRC) license, SSS ID, GSIS ID (UMID), Voter's ID, BIR ID (ATM type/TIN card type with picture), PhilHealth ID (must contain the holder's name, clear picture, signature, and PhilHealth number), Company/Office ID, School ID (valid for the current school year/semester/trimester), Police clearance/Police clearance certificate, Postal ID, Barangay ID, NBI clearance;
- Certification of Eligibility printed on CSC letterhead (if available);
- Application Receipt and/or CSC Official Receipt (if available); and
- PHP200.00 application fee.

In case of passers who are based in a far-off location within the region, or have moved to or are based in another region, they may personally claim their CSC Eligibility Card at the CSC Regional or Field Office (conduit CSCRO/FO) nearest their present place of residence or work. To facilitate the matter, passers must send a written request (through mail, courier, facsimile, or e-mail) to the Regional Office with jurisdiction over the center where they took the examination, citing reasons for the request to release the card at the nearest CSC RO or CSC FO.

# CSC launches weekly Facebook Live program

Human resource management practitioners (HRMPs) in government and the public can learn more about CSC's programs, services, and policies through "LunChat with CSC", a weekly 30-minute program aired live on its Facebook page every Thursday at 12 noon.

The program started airing on 12 July. Since then, it has featured topics such as the civil service examinations, rules on recruitment and appointment, pertinent provisions of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, Honor Awards Program, and updates on the 118th Philippine Civil Service Anniversary activities.

To engage the audience in real-time discussion, LunChat hosts Liza Agamata and Ditta Mae Siena of the CSC Public Assistance and Information Office, and Mark Anthony Malitan of the Civil Service Institute, answer live questions during the program.

LunChat with CSC episodes reach more than a hundred live viewers and as much as 90,000 in accumulated organic reach.

Like and follow the CSC Facebook page at <https://www.facebook.com/PhilippineCivilServiceCommission>.



Thursdays | 12 noon

[fb.com/PhilippineCivilServiceCommission](https://www.facebook.com/PhilippineCivilServiceCommission)



LunChat with CSC co-hosts Director IV Maria Luisa Salonga-Agamata and Ms. Ditta Mae Siena of the CSC Public Assistance and Information Office, and Mr. Mark Anthony G. Malitan of the Civil Service Institute discuss the important provisions of the Ease of Doing Business and Efficient Government Service Delivery (EODB EGSD) Act of 2018 during a three-part special series in August 2018.



CSC Chairperson Alicia dela Rosa-Bala drops by to greet live audiences and share updates with host Director Liza Agamata and guest host Ms. Moon Danipog of PAIO.

# INNOVATION IN HUMAN RESOURCE MANAGEMENT: THE PHILIPPINE PUBLIC SECTOR EXPERIENCE

A presentation delivered by Civil Service Commission Chairperson Alicia dela Rosa-Bala at the OECD Korea Policy Centre's Asian Public Governance Forum on Government Innovation on 6 September 2018 in Hanoi, Vietnam

I am pleased and honored to join you today as one of the speakers on innovation at this Public Governance Forum and to stand alongside my co-speakers, who are esteemed professionals in their respective fields.

Before I proceed with my presentation, allow me to provide a context by briefly introducing what the Philippine Civil Service Commission is.

## THE CIVIL SERVICE COMMISSION

Under the 1987 Philippine Constitution, the CSC is the independent Constitutional Commission that serves as the central human resource or HR agency of the government tasked with promoting morale, efficiency, integrity, responsiveness, progressiveness, and courtesy in the civil service.

The powers and functions of the CSC include administering and enforcing the constitutional and statutory provisions on the merit system for all levels and ranks in the civil service; taking appropriate action on all appointments and other personnel matters; hearing and deciding on administrative

cases instituted by or brought before it directly on appeal; administering civil service examinations; among others.

The CSC takes on its mission to make every civil servant a servant-hero, or in local parlance, Gawing Lingkod Bayani ang Bawat Kawani. "Lingkod Bayani" is a play on the terms lingkod bayan or public servant, and bayani or hero, which, when put together, becomes the very essence of what the CSC wants to achieve—a civil service that embodies the heroic ideals of country before self, excellence, honor, sacrifice, service, and compassion.

In line with this, the CSC has set for itself a new vision—to be globally recognized as a center of excellence for strategic HR and OD by the year 2030. The CSC is guided by its core values of love of God and country, excellence, and integrity.

In the last six to seven years, the CSC has undergone a period of significant change. Still in a bid to fulfill its mandate and duties, we shifted our approach from transactional and routine personnel management, to transformational human resource management and organization development or HR and OD.

## IT BEGINS WITH PEOPLE

In the book, *HR Transformation: Building Human Resources from the Outside In*, written by renowned management expert David Ulrich and his team of authors, one of the 14 capabilities that are inherent in well-managed firms is innovation. For the authors, the ability to do something new is on the same level as talent, accountability, collaboration, leadership, and strategic unity.

We, in the Civil Service Commission, promote innovation as a component of employee empowerment and involvement.

## INNOVATION IN PUBLIC SECTOR HR: PRIME-HRM

In many cases, innovation is fueled by necessity. In the case of CSC, a need to transform human resource management in the public sector and to move away from transactional, paper-pushing HR work, prompted the introduction of PRIME-HRM, which stands for Program to Institutionalize Meritocracy and Excellence in Human Resource Management. It aims to empower agencies in the performance of HRM functions, promote and reward excellent HRM practices, and serve as a search mechanism for best practices in HRM.

The program consists of three parts: Assessment, Assistance, and Awarding of HR systems, practices, and competencies.

In the Assessment Phase, the CSC looks into the agency's four (4) HRM pillars – Recruitment, Selection and Placement, Learning and Development, Performance Management, and Rewards and Recognition – using a set of globally-benchmarked maturity indicators.

*A need to transform human resource management in the public sector and to move away from transactional, paper-pushing HR work, prompted the introduction of PRIME-HRM*

*The ability to do something new is on the same level as talent, accountability, collaboration, leadership, and strategic unity.*

There are three (3) lenses we use in the assessment. One, the CSC looks into the HRM systems or the documentation of policies, procedures, and tools. Two, we assess the practices or the actual implementation of these HR systems. Three, we assess the competencies of the HRM Office.

There are four (4) Maturity Levels that serve as a yardstick of HRM excellence, starting with the most basic, Level 1 or Transactional, then Process-Defined, then Integrated, then Level 4 or Strategic. On the other hand, there are four (4) Competency Levels to describe the capabilities of the HRM Office, starting with Level 1 or Basic, then Intermediate, then Advanced, and the highest, Superior.

By recognizing the organizational gaps in the Assessment Phase, government agencies can then map out strategies that should result in improvements in their HRM systems and practices.

In the Assistance Phase, the CSC guides agencies in developing their respective Action Plans and introduces them to the right Subject Matter Experts to help them address the HRM gaps identified in the assessment and achieve higher levels of maturity.

In the Awarding Phase, agencies found to excel in crafting and implementing HRM systems are conferred awards to recognize their commitment to best practices.

Last July 2018, the CSC held the 2018 Public HR Symposium. One of the highlights of the program is the awarding of the Bronze Award to 42 agencies which exemplified notable achievement in accelerating HR processes and procedures and in meeting the challenges of the PRIME-HRM. The Bronze Award is so far the highest award granted by the CSC.

## HR MATURITY LEVELS

There are four maturity levels under the program. The first is known as the Transactional HRM level which indicates that agencies' HR processes are compliant with CSC and other authorities' rules, regulations, and guidelines. Some of their processes are characterized by projects and are often reactive. Further, under this level the agency produces services and outputs that work but frequently exceeds prescribed timelines. Also, success depends on the competence of people, and not by using proven processes.

The second is the process-defined HRM where the agency's HR processes are attuned with its requirements. The programs are performed and managed according to documented processes. In addition, the processes and procedures are proactively managed through the use of automated systems, but the integration of data is not fully in place.

For the third maturity level, the Integrated HRM, quantitative objectives are used to measure the quality and performance of process for continuous improvement. The agency's HR partners with the Agency leadership in order to drive HR systems in order to support the agency's business needs. Another feature of this level is that quality and process performance measures are used to support data-driven decision-making. Further, under this level, the agency has developed an HR Management Toolkit.

*A closer look at the PRIME-HRM maturity indicators would reveal that the expectations on HRM systems, practices, and competencies in the government are based on the premise that HR should be occupying a more strategic role in the organization.*

*By recognizing the organizational gaps in the Assessment Phase, government agencies can then map out strategies that should result in improvements in their HRM systems and practices.*

Last but not the least, maturity level four is the strategic HRM. In this level, the agency focuses on continually improving process performance through both incremental and innovative improvement. The agency HR develops greater influence in the organization because it helps to drive agency business decision on people, data, and insight. The HR strategy becomes a part of the agency strategy.

A closer look at the PRIME-HRM maturity indicators would reveal that the expectations on HRM systems, practices, and competencies in the government are based on the premise that HR should be occupying a more strategic role in the organization. Let's look at some of the Level 4 indicators:

In the area of Recruitment, Selection, and Placement (RSP), a Level 4 System is one wherein the agency uses data—such as profile of applicants, workforce diversity, and turnover rate—to evaluate RSP system, including workforce planning, and make strategic decisions to ensure continuing alignment and responsiveness of RSP to organizational goals.

In the area of Learning and Development, an HRM Office at Level 4 Competency is one that is able to develop tools and approaches—such as surveys, focus group discussions, and the like—to monitor and evaluate L&D results in the workplace.

In the area of Performance Management, a Level 4 Practice is one wherein everyone can explain or cite examples of how his/her individual and unit performance targets contribute to the overall performance of the organization.

*Just recently, the CSC was granted Silver Accreditation by the Investors in People (IIP), a global seal of excellence in organization and people management, and a mark of distinction recognized across 75 countries.*

In the area of Rewards and Recognition (R&R), a Level 4 System is one wherein the agency has a committee that collaborates with top management, the line managers or supervisors, and the HRM Officer in proactively reviewing and updating R&R policies and programs to respond to changes in organizational goals.

If you will notice from these maturity indicators, PRIME-HRM is also able to support innovation, specifically in the area of human resource management, through evidence-based decision-making, monitoring and evaluation, alignment of individual and organizational goals, and collaboration—all of which are essential elements in building an innovative culture.

## MILESTONES

Aligned with the CSC's objective of providing excellent HR processes, the CSC has pursued Investors in People Accreditation and ISO 9001:2015 Certification. Just recently, the CSC was granted Silver Accreditation by the Investors in People (IIP), a global seal of excellence in organization and people management, and a mark of distinction recognized across 75 countries. To achieve the Silver level of accreditation, an organization must have good practices in place that are understood by everyone, and is able to engage its people effectively in the implementation of those practices.

To achieve the IIP Accreditation, the CSC had to garner high scores in nine (9) performance indicators after an online assessment and an on-site visit conducted by IIP representatives.

Before the visit of the IIP assessment team, online assessment was conducted where the CSC ranked 6th out of 530 Investors in People organizations globally who were subjected to the same online assessment, in the size range of organizations with 250 to 4999 employees. CSC ranked first among the 42 public sector organizations that went through the online assessment, with scores within a range of 6.1 to 6.5, out of a maximum 7.

Some of the notable findings in the report were the Commission's well-established performance management system that aligns everyone's objectives with the strategy map; rewards and recognition aligned to the objectives and annual targets, and operate for teams and individuals; people find their work fulfilling and enjoy opportunities to be part of a team.

Another notable milestone for the Commission is its certification to ISO 9001:2015 by the TUV Rheinland Philippines Inc. on November 10, 2017. ISO aims to provide international standards (or requirements/specifications/ guidelines) for products, services, technologies, processes or systems. Standards help make industries and organizations more efficient, productive, and globally competitive.

*As can be learned from the CSC experience, in building an innovative culture, employee empowerment and capability building go hand in hand.*

Before I end, allow me to wrap up important points from my presentation:

Innovation is crucial to the growth and success of any organization, be it in the private sector or in the government;

Idea or creativity, plus action, equals innovation. Both the generation of new ideas, products, or methods, and turning these ideas into something useful, depends on the people in your organization;

As can be learned from the CSC experience, in building an innovative culture, employee empowerment and capability building go hand in hand. Organizations can build an innovative mindset by developing relevant core competencies which all employees, whether incoming or incumbent, are required to meet;

The PRIME-HRM was introduced to improve the way government agencies understand and practice HR. It promotes the idea that HR should be occupying a more strategic role in the organization, way beyond the transactional, paper-pushing HR role that many organizations have been stuck in for years; and

Evidence-based decision-making, monitoring and evaluation, alignment of individual and organizational goals, and

collaboration are essential elements in building an innovative culture. The PRIME-HRM has succeeded in embedding these elements in the maturity indicators that serve as basis for assessing HR systems, practices, and competencies in government.

I hope that learning from the presentations in this conference would inspire us and teach us to be drivers of innovation in our respective organizations and fields. Thank you for this opportunity to represent the Philippine Civil Service Commission and share with you our lessons and experiences.

*Evidence-based  
decision-making,  
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# Annual HR confab draws 2,200

**M**ore than 2,200 leaders and human resource (HR) practitioners from the public and private sectors attended the 2018 Public Sector HR Symposium from 18-20 July 2018 at the SMX Davao Convention Center, Davao City.

The event centered on the theme, "Achieving Breakthrough Results through Strategic HR." About 25 speakers shared their expertise and experiences in HR management. They highlighted concepts, perspectives, and insights in achieving breakthrough results that impact on organizational operations and the delivery of public service excellence. They also showcased best practices in delivering significant accomplishments and pursuing continuous improvements.

Civil Service Commission (CSC) Chairperson Alicia dela Rosa-Bala welcomed the participants, while CSC-Civil Service Institute Executive Director Arthur Luis P. Florentin gave the overview of the symposium. Department of Education (DepEd) Secretary Leonor Magtolis Briones delivered the keynote address on "Breakthrough Results through Effective Governance Reforms" on behalf of President Rodrigo Roa Duterte. In her speech, Davao City Mayor Sara Duterte-Carpio thanked the CSC for bringing the symposium to Davao City and encouraged the participants to support Davao-made products.

During the event, the CSC also conferred the PRIME-HRM Bronze Award to 43 agencies for complying with the Level 2 Maturity Indicators of four core HRM systems under the said program. PRIME-HRM assesses the HR management practices, systems, and capabilities of government agencies. It aims to elevate public sector HR management to a level of excellence through the process of assessment, assistance, and recognition.

Representatives from four awardees—the Local Government Unit of Pangasinan, Samar State University, Bangko Sentral ng Pilipinas, and Department of Trade and Industry—sat in a panel discussion about their experiences in complying with the PRIME-HRM Maturity Indicators.

The HR Symposium also featured an exhibit of tourism, information, and social services of the cities of Davao and Tagum, and the Provincial Governments of Davao del Norte and Compostela Valley, as well as knowledge products and services of leading HR companies.



# PLENARY SPEAKERS



Session Title:  
**Artificial Intelligence and Machine Learning Technologies for HR**

**DR. MURLI VISWANATHAN**  
Associate Professor  
Carnegie Mellon University, Australia

Artificial Intelligence and machine learning technologies are transforming information technology today. They are also making a significant impact on the HR sector by enhancing talent acquisition and development, improving employee productivity, and helping personnel retention. This talk offers a broad perspective of AI and analytics technologies, their benefits for the public sector, and best practices in employing these technologies for maximum impact.



Session Title:  
**Measuring and Evaluating Results as a Strategic HR Tool**

**DR. LISA GRACE S. BERSALES**  
National Statistician and Civil Registrar General  
Philippine Statistics Authority

The speaker discussed the importance of data and measurement in evaluating Strategic HR initiatives. The discussion touched on monitoring and impact evaluation, and the need to develop empirical-based tools for them.



Session Title:  
**Design Thinking**

**PHILIP SMITHSON**  
Managing Director, On-Off Group

An interactive look at how design thinking can be used not just to create new products and services, but to give us a new way of looking at our daily activities. By applying design thinking in how we plan meetings and design programs, we can be more effective in achieving our organizational goals.



Session Title:  
**HR Digital Strategy in the Workplace**

**DR. JACLYN LEE**  
Chief Human Resource Officer  
Singapore University of Technology and Design

In today's world of work, digital strategies and Artificial Intelligence will transform the way we perform our jobs. In this session, the speaker shared the future technologies that will govern major sectors, and how HR leaders can learn to understand such technologies and help prepare and transform their workforce in anticipation for the onslaught of digitization.

# CONCURRENT SESSION SPEAKERS



Session Title:  
**Service Delivery Revolution**

**DR. MARIA LUISA SALONGA-AGAMATA**  
Director IV, Public Assistance and Information Office  
Civil Service Commission

The session oriented participants on the provisions of the newly-enacted Ease of Doing Business and Efficient Government Service Delivery (EODB EGSD) Act of 2018, specifically on the need to reengineer systems and procedures and transition from manual to software-enabled transactions, as well as the administrative penalties prescribed by the law.



Session Title:  
**Achieving Breakthrough Organization Performance Through Workplace Diversity**

**DR. SANDRA SENO-ALDAY**  
Lecturer, University of Sydney Business School

Workplace diversity is the degree to which an organization's workforce is composed of people with different characteristics. In order to remain competitive, organizations must recognize the need to change their recruitment strategies in order to attract high quality talent from a broader range of demographic backgrounds.



Session Title:  
**Achieving Breakthrough Results through Competency-Based HR**

**ANGELITO T. LUPENA**  
HR/OD Consultant

Competencies have emerged as the gold standard for talent management. They describe how a highly effective worker will achieve success. This enables HR professionals and managers to rely on objective criteria and measurable results rather than intuition and conjecture when evaluating and measuring performance. It also gives the entire workplace a shared language for discussing and understanding workplace requirements and performance.



Session Title:  
**Best Practices in Achieving Breakthrough Results in Education**

**ALLAN LOPEZ RELLON**  
Mayor, City Government of Tagum

The talk focused on how the City Government of Tagum effectively links education and employment in a feat that is unparalleled anywhere in the country.



Session Title:  
**Sustaining Innovation and Continual Improvement in St. Luke's Medical Center**

**FEDERICO R. MARQUEZ, JR.**  
Senior Vice President, Human Resources Group  
St. Luke's Medical Center

The session showcased SLMC's best practices on sustaining innovation and continual improvement through leadership support and employee engagement.



Session Title:  
**Breakthrough Results through Talent Management**

**MONINA S. LASALA**

Senior Director, HR Philippines and Global HRBP for Technology and Operations  
Nexperia Philippines, Inc.

Talent remains the single most important competitive advantage of any organization, be it new or matured. How we manage our talent will define the future and sustainability of a company.



Session Title:  
**HR Analytics Tools**

**DR. MURLI VISWANATHAN**  
Associate Professor  
Carnegie Mellon University, Australia

HR analytics is a process which requires a holistic organization-wide strategy and is not just about procuring and using HR tools. The talk offered an overview of a wide variety of modern HR analytics platforms and tools while providing best practice guidelines for selection and implementation.



Session Title:  
**SISC Experience and HR Best Practices**

**DR. GENEVIEVE LEDESMA-TAN**  
Chief Executive Mentor  
Southville International School and Colleges

The speaker talked about how excellent HR systems and practices have helped SISC achieve milestones, such as being the first DepEd school to garner international accreditations and certifications, the first school to offer transnational education, and a school with a law (RA 9493) recognizing its international character.



Session Title:  
**Talk is Cheap! (Breakthrough Results Call for Breakthrough Execution)**

**MILALIN JAVELLANA**

Program Director, Australia Awards and Alumni Engagement Program-Philippines  
President, Organisation Development Practitioners Network

Transforming organisations to achieve breakthrough results in the context of VUCA situation require a well-planned change management framework and processes to ensure sustainability. The speaker emphasized that "outside-in and inside-out" approaches in developing building block HR interventions are critical in facilitating organisation performance.



Session Title:  
**The Strategic HR Issues We Neglect**

**RICARDO L. SALUDO**

Managing Director  
Center for Strategy, Enterprise, and Intelligence

Amid hectic, myriad day-to-day concerns, HR managers may neglect major strategic issues crucial to agency performance, teamwork, morale, and even viability. The session featured a reality check and action points from a former Cabinet and civil service chief.



Session Title:

***Breakthrough Results in Global HR and OD – Are We Ready?***

**MICHELLE CORDERO-GARCIA**  
Country HR Director, SGS Regional Operating Headquarters  
President, People Management Association of the Philippines

The talk presented how disruptive innovations will change or are changing the global HR and OD landscape, and how HR practitioners can be equipped with needed competencies to stay relevant and enable organizational transformations in this present World of Work.



Session Title:

***Sustainability Management Goals in Human Resource***

**FELIPE CALDERON**  
Professor, Asian Institute of Management

The session discussed sustainability as being a mainstream business practice, how it is considered a perfect example of disruptive innovation, and how the pressure for more responsible management will deal with environmental and social issues.



Session Title:

***Municipality of Odiongan: Transformational Journey in Achieving Breakthrough Results***

**TRINA ALEJANDRA Q. FIRMALO-FABIC**

Mayor, Local Government Unit of Odiongan, Romblon

The speaker presented the HR best practices in the Municipality of Odiongan, Romblon that have contributed to organizational effectiveness and efficiency, employee satisfaction and development, and better customer service.



Session Title:

***Davao 911 Program***

**EMMANUEL RODRIGUEZ JALDON**

Chief Operating Officer, Central Communications and Emergency Response Center - Central 911 Officer-In-Charge, Davao City Disaster Risk Reduction and Management Office

The speaker presented the challenges and best practices in establishing and implementing Davao City Central 911, a disaster risk reduction and management (DRRM) and emergency response system considered at par with global standards.



Session Title:

***Sustaining Development: International Norms, Standards, and Emerging Trends***

**DR. SHAWKAT ALAM**  
Professor, Macquarie University Australia

The session highlighted the need for governance reform in developing countries in order to achieve obligations stipulated by the United Nations' Sustainable Development Goals.



Session Title:

***Unleash the Highest Potential of Your Money***

**VICTORINO F. GARCIA and MAY AVELYNN GARCIA**  
Motivational speakers, authors, business coaches

The session was a personal finance literacy program to teach participants practical and doable means to unleash one's money and live a life of success, happiness, and significance.

# EASE OF DOING BUSINESS AND EFFICIENT GOVERNMENT SERVICE DELIVERY (EODB-EGSD) ACT

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## GET TO KNOW SOME OF THE TERMS

**O**n 28 May 2018, President Rodrigo Roa Duterte signed a landmark legislation to strengthen the government's efforts in curbing red tape and inefficiencies in public services. He enacted Republic Act No. 11032, also known as the Ease of Doing Business and Efficient Government Service Delivery (EODB-EGSD) Act, which promises to reduce processing times of government transactions and raise the country's ranking in terms of ease of doing business and overall competitiveness. The law took effect on 17 June 2018.

Among others, the EODB-EGSD Act prescribes shortened processing periods in business and non-business transactions, as follows: 3 working days for simple transactions, 7 working days for complex transactions, and 20 working days for highly technical applications/transactions.

Moreover, it requires national government agencies (NGAs) and local government units (LGUs) to set up electronic/online systems to make application processes for business permits and other documents faster and more convenient to the public.

R.A. 11032 imposes stiffer penalties (sometimes referred to as "two-strike policy"). The first offense warrants administrative liability with 6 months suspension, while the second offense warrants both administrative and criminal liabilities of dismissal from the service, perpetual disqualification from holding public office, forfeiture of retirement benefits, imprisonment of 1 year to 6 years, and a fine of Php500,000 to Php2 million.

The EODB-EGSD Act amended Republic Act No. 9485, also known as the Anti-Red Tape Act (ARTA) of 2007, which has spurred numerous improvements in frontline service delivery. CSC Chairperson Alicia dela Rosa-Bala said, "The ARTA has set the stage for effecting reforms in frontline service delivery." She cited a study made by the Ateneo School of Governance in 2015 (Enhancing the Anti-Red Tape Act Report Card Survey: A Report to the Civil Service Commission) which stated that, "Results of the ARTA-Report Card Survey (RCS) served as basis for the agencies to improve their facilities, promoted transparency, and significantly curbed red tape."

Nearly five months after its enactment, government agencies are expected to have read R.A. 11032 and to have started preparing for implementation. However, there are terms introduced in the said law that may be unfamiliar to civil servants and the public.

To help us understand the law better, let us get to know some of these terms:

## **1. REENGINEERING OF SYSTEMS AND PROCEDURES (SEC. 5)**

Reengineering was cited in ARTA, but in the new law, a lengthier provision is provided and includes terms such as Cost Compliance Analysis and Regulatory Impact Assessment.



First, what does reengineering of systems and procedures entail? American consultants Mike Hammer and James Champy introduced the term Business Process Reengineering in 1993 in their book, "Reengineering the Corporation." It defined BPR as the "redesign of business processes in order to achieve dramatic improvements in key performance indicators such as quality, service and speed."

As opposed to continuous improvement, BPR involves "radical reform", and therefore, a systematic and careful rethinking of business processes. It may entail total transformation of workflows, re-invention instead of mere modification, and use of new solutions or new methods.

In reengineering, organizations must think about how they can respond to changes in the external environment in terms of technology, customer preferences, and legislation. They must also analyze their customers, their level of demand and sophistication, as well as their ever-changing needs. Organizations must also study local and global competition; in government where there is no impetus to compete for a greater share of the market, this can mean studying similar processes in other agencies and even in the private sector and how these can be replicated or enhanced further.

According to R.A. 11032, reengineering of systems and procedures must include cost compliance analysis and regulatory impact assessment, which essentially involve analyzing the cost of delivering government services vis-à-vis the impact of these services to the people, and ensuring the simplest, most cost-effective, and least burdensome alternative both for the agency and the transacting public.



## 2. ZERO CONTACT POLICY (SEC. 7)

The EODB-EGSD Act requires zero contact between government agencies, including LGUs, and the transacting clients, except during the preliminary assessment of the request and evaluation of the submitted requirements.

With Filipinos constantly burdened by cumbersome procedures, including the effort and cost entailed by physically visiting government offices to request or apply for documents and licenses, this provision provides a much welcome relief.

Information technology (IT) will play a huge role in agencies' compliance with the Zero Contact Policy. They can devise ways to introduce online forms and submission of applications, more efficient customer interaction mechanisms such as contact centers, and electronic versions of licenses, certificates, and permits. On the backend side, agencies can harness IT to store and share data using secure databases, and use analytics to study and further optimize processes.

## 3. BUSINESS ONE STOP SHOP (SEC. 10, B)

The law mandates cities and municipalities to install a Business One Stop Shop or BOSS, which would enable co-location of the offices of the treasury, business permits and licensing office, zoning office, including the Bureau of Fire Protection, and other relevant city/municipality offices or departments, among others, engaged in starting a business or dealing with construction permits.

The BOSS would ensure a unified system for business-related applications, as well as the use of a single form to contain all the needed information of the applicant, such as local taxes and clearance, building clearance, sanitary permit, zoning clearance, and fire clearance.

The "one stop shop" concept is not new and is being done by public and private organizations, both here and abroad. In New York City, for instance, the New York 311 allows residents to call any time of the day to speak to a customer service agent in up to 180 languages for information and assistance on over 6,000 aspects of the New York government.

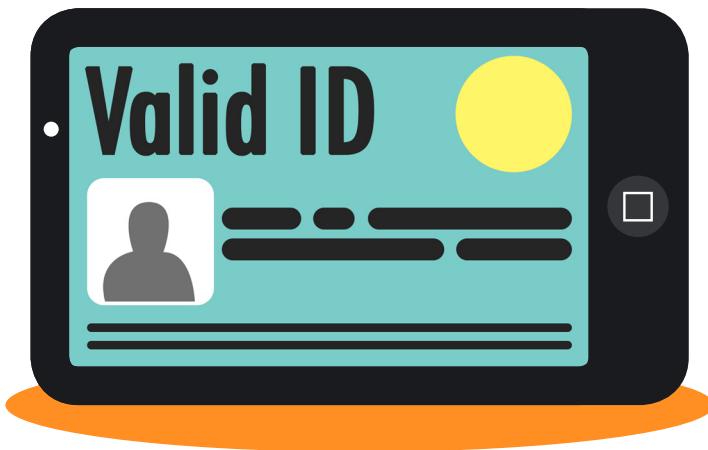


The One Stop Service center of the Indonesia Investment Coordinating Board (BKPM) co-locates the business licensing services of 21 ministries/government agencies under a single roof. The facility uses an online monitoring service through which investors can monitor the progress of their applications and whether transactions are completed within the set deadlines.

#### **4. ELECTRONIC VERSIONS OF LICENSES, CLEARANCE, PERMITS, CERTIFICATIONS OR AUTHORIZATIONS (SEC. 9, E)**

Government agencies are directed to develop electronic versions of the said documents, which shall be deemed as valid as the signed hard copy.

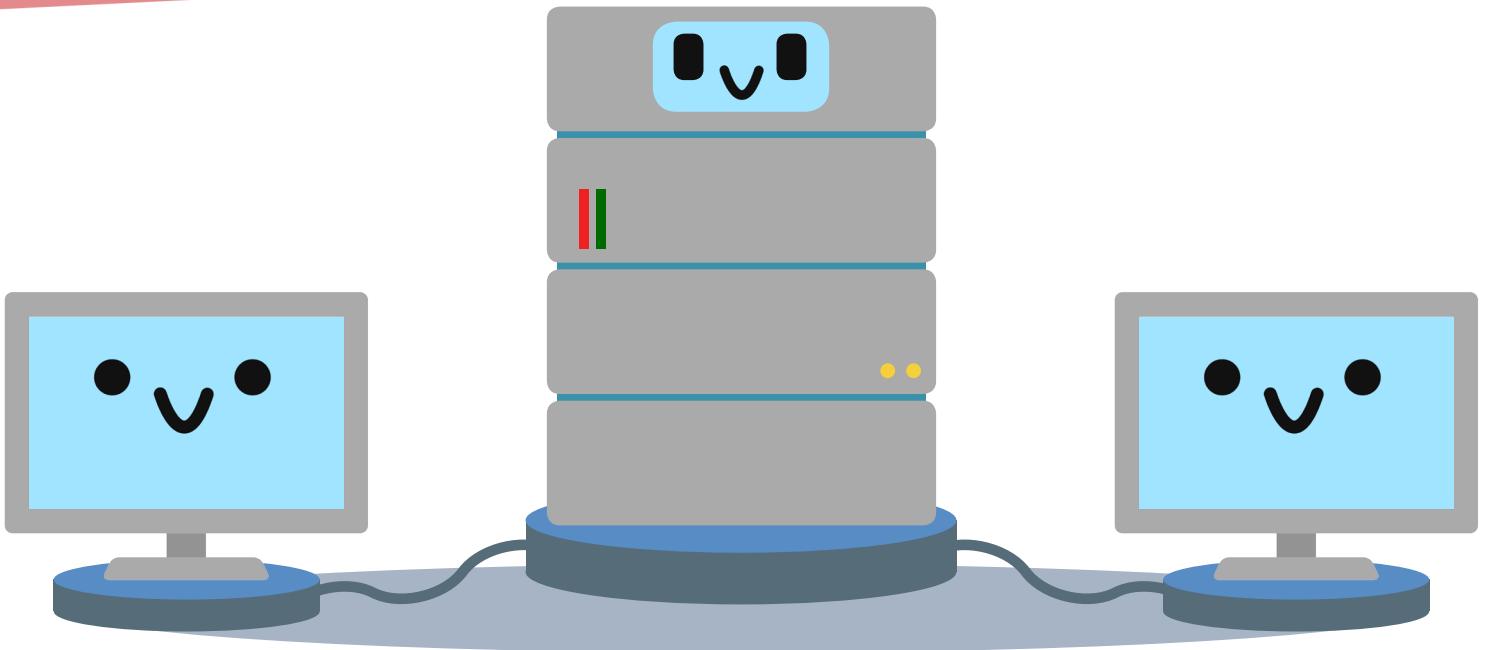
In some countries, an electronic license or permit is not the same as a mere photo or screenshot of the physical document. Last year, the South Australia Government launched a platform that gives drivers the option to hold a digital license on their smartphones. The app has features to ensure the license's authenticity and to show in real-time whether it is expired or suspended.



#### **5. CENTRAL BUSINESS PORTAL (SEC. 13)**

R.A. 11032 requires the Department of Information and Communications Technology (DICT) to establish a Central Business Portal that would receive applications and capture application data involving business-related transactions of LGUs. The portal is envisioned to provide an alternative mode of filing applications, offering end-to-end processing starting from online filing of application and submission of requirements to the issuance of electronic license or permit.





## 6. PHILIPPINE BUSINESS DATABANK (SEC. 14)

The DICT, in coordination with concerned agencies, is also tasked to establish, manage, and maintain a databank that would house data and information of registered business entities. NGAs and LGUs would be required to link their own database with the system. This means if an applicant's data is already stored in the PBD, he/she shall no longer be repeatedly required to submit the same documents or information.

Establishing the BOSS, Central Business Portal, Philippine Business Databank, and enabling of electronic licenses or permits would require a massive interconnectivity plan that would align data between and among concerned NGAs and LGUs. When fully implemented, this data-sharing initiative would eventually create a seamless, fast, secure, and corruption-free business processing experience across government.

With these new measures introduced by R.A. 11032, the government expects to raise the country's competitiveness and ease of doing business, resulting in more investments and job opportunities for Filipinos. One cannot help but feel optimistic and excited about what the future of government services in the Philippines would look like.

However, to ensure the complete success of the anti-red tape campaign, the government needs the cooperation and support of the transacting public. Clients are urged not to encourage or participate in bribery and extortion, and to use available means to report incidence of red tape, courtesy, and other negative experiences when dealing with government offices.

### References:

Full text of Republic Act No. 11032

Reengineering: <https://managementmania.com/en/reengineering>

Business Process Reengineering:  
<http://academics.epu.ntua.gr/LinkClick.px?fileticket=0NK86a2Tjk%3D&tabid=940&mid=2329>

Transforming the citizen experience: One Stop Shop for public services:  
<https://www.pwc.com/gx/en/government-public-sector-research/pdf/one-stop-shop-2016.pdf>

One Stop Service Center Officially Launched, Providing Easier Service to Investors:  
<https://www.bi.go.id/en/iru/highlight-news/Pages/One-stop-service-BKPM-2015.aspx>

Driver's licences to go digital in South Australia: <https://www.zdnet.com/article/drivers-licences-go-digital-in-south-australia/>

**CONTINUING PROFESSIONAL DEVELOPMENT ACT OF 2016**

Re: Attendance in Continuing Professional Development Courses and Renewal of Professional Identification Cards (PICs) On Official Time

x-----x

Number: **1800923**

Promulgated: **29 AUG 2018**

**RESOLUTION**

**WHEREAS**, Section 3, Article IX-B of the 1987 Philippine Constitution mandates the Civil Service Commission (CSC), as the central personnel agency of the Government, to "establish a career service and adopt measures to promote morale, efficiency, integrity, responsiveness, progressiveness, and courtesy in the civil service. It shall strengthen the merit and rewards system, integrate all human resources development programs for all levels and ranks, and institutionalize a management climate conducive to public accountability. x x";

**WHEREAS**, Republic Act No. 10912 also known as the "Continuing Professional Development Act of 2016" was enacted on July 27, 2015 to promote and upgrade the practice of professions in the country and continuously improve the competence of the professionals in accordance with the international standards of practice;

**WHEREAS**, Section 10 of the law provides that Continuing Professional Development (CPD) is a mandatory requirement in the renewal of the Professional Identification Card of all registered and licensed professionals under the regulation of the Professional Regulation Commission;

**WHEREAS**, Section 13 of the same law provides that all concerned government agencies, private firms and organizations employing professionals shall include the CPD as part of their human resource development plan and program;

**WHEREAS**, various government professional groups have requested, through the Senate Committee on Civil Service, Government Reorganization and Professional Regulation, that their attendance in CPD courses and the time they apply for renewal of their licenses with the Professional Regulation Commission (PRC) be considered as activities done on official time;

**WHEREAS**, CSC Memorandum Circular (MC) 43, s. 1993 (Streamlining and Deregulating Human Resource Development Functions) states that, the Agency Heads are responsible in formulating and establishing their respective training and development programs and shall authorize the attendance of their respective personnel in conventions, conferences, symposia sponsored by non-governmental organizations or private institutions;

**WHEREFORE**, in support of the continuing learning and development of government professionals, the Commission **RESOLVES** to **ADOPT** the following:

1. Attendance of government professionals in CPD Courses shall be considered on official time for purposes of meeting the required CPD units as prescribed by their respective Professional Regulatory Board (Annex J of the Implementing Rules and Regulations of the CPD Act). Anything in excess of what is provided therein or in excess of what is required for the CPD may be subject to the discretion of the agency heads.
2. As agency heads authorize attendance of their professionals in CPD Courses, it is also their responsibility to ensure proper scheduling so as not to hamper agency operations.
3. The continuing professional development program/course may also be considered as appropriate for meeting the technical or managerial training hours required for appointment purposes depending on its course description, objectives and target participants as specified by the CPD Provider.
4. All government professionals are granted one (1) day on official time for every three (3) years for the renewal of their Professional Identification Cards (PICs).

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

Quezon City.

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

(Sgd.) **LEOPOLDO ROBERTO W. VALDEROSA JR**  
Commissioner

**VACANT**  
Commissioner

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

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