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L&D Form No. 02
(TERMINAL REPORT)



TERMINAL REPORT

(To be submitted to the HRMD by L&D Attendee together with L&D Form No. 3)

- () Training
() Seminar/Symposium/Workshop/Conference/Convention/On line attendance
(/) Others (please specify): Benchmarking Activity

TITLE:
BENCHMARKING ACTIVITIES ON AUTOMATED STRATEGIC PERFORMANCE MANAGEMENT SYSTEM (SPMS) & CLIENT SATISFACTION MEASUREMENT SURVEY (CSMS) AT THE UNIVERSITY OF THE PHILIPPINES DILIMAN

ORGANIZER/SPONSOR OF PROGRAM:
Human Resource Development Office, University of the Philippines Diliman

INCLUSIVE DATES:
FROM TO NO. OF DAYS NO. OF HOURS

September 10, 2024 September 11, 2024 2 N/A

VENUE: **Conference Room, University of the Philippines Diliman, Diliman, Quezon City**

OBJECTIVES

The benchmarking activities aimed at identifying the processes and procedures involved in automating the SPMS, particularly from the planning to implementation stages. It also aims to provide valuable insights and enables the University to enhance the processes involved in the SPMS cycle by learning from the successful strategies. Additionally, the activity will also discuss the best practices in the implementation of the automated Client Satisfaction Measurement Survey, including the platform used from the University of the Philippines Diliman.

BRIEF REPORT OF UNDERTAKING

The two-day benchmarking activity was facilitated and organized by the Human Resource Development Office of the University of the Philippines Diliman headed by its Director, Arthur A. Gonzales III. It was attended by personnel from various offices of MSU-IIT, including Mr. Melgie A. Alas, Director of the Office of Monitoring and Evaluation, Mr. Mark June L. Aporador, Project Development Officer III, and Ms. Arlene B. Gil, Planning Officer III. Representatives from the Office of Institutional Planning and Development Services, Mr. Mo'd Asrin A. Tabao, Director, and Ms. Norhanie Dimalutang, Planning Officer I, were also present. Additionally, the Vice-Chancellor for Strategic Initiatives, Dr. Mark Anthony J. Torres, participated in the activity, along with Ms. Farrah Marie Erazo, Director of the Office of Quality Assurance and Management Services, Assoc. Prof. Dante Dinawanao, Director of the Center for Information and Communication Technology, Ms. Akima Bangcola, Head of the Office of Budget Management, and Ms. Emelyn R. Mordeno, Head of the Human Resource Management Division.

On the first day of the activity, held on September 10, 2024, the morning session focused on discussions related to the UP Diliman Organizational Structure, the HRDO Organizational Structure, and the process of automating employee performance, specifically the journey toward achieving PRIME HRM Level III through the automation of employee performance monitoring. The session also covered the approved guidelines for crafting OPCR and the Performance Management Module using the Personnel Unified System Outlook (PUSO) of the University of the Philippines Diliman. In the afternoon, MSU-IIT presented its own organizational structure, the structure and functions of the Office of Monitoring and Evaluation, and the implementation of the Strategic Performance Management System (SPMS) at MSU-IIT. Each presentation was followed by a question-and-answer session, allowing for further discussion and clarification of the topics.

The second day of the activity, held on September 11, 2024, focused on the University of the Philippines Diliman's compliance with the Anti-Red Tape Authority (ARTA). During the morning session, the HRMO of UP Diliman presented the Client Satisfaction Measurement (CSM) Portal and their Client Assistance and Response System (UPD CARES) to the participants. The same with day one, each presentation was followed by a question-and-answer session, allowing for further discussion and clarification of the topics.

The participants were able to complete the two-day session of the benchmarking activities. Certificates of Appearance were issued to the participants thereafter.

SYNTHESIS OF LEARNING

The benchmarking activities offered significant insights into the automation of both the Strategic Performance Management System (SPMS) and Client Satisfaction Measurement (CSM) Survey, drawing from the practices of the University of the Philippines Diliman. The participants were able to learn valuable insights from the activities. Some of the insightful learning include the following:

Automated Strategic Performance Management System (SPMS)

Automating the Strategic Performance Management System underscores the importance of streamlining employee performance evaluations to enhance organizational efficiency and effectiveness. The integration of tools like the Personnel Unified System Outlook (PUSO) allows for more seamless performance tracking, ensuring that office, unit, and individual contributions align with institutional strategic goals and objectives. This digital approach not only simplifies performance monitoring and evaluation but also supports compliance with PRIME HRM Level III standards, emphasizing the value of using technology to promote consistency, transparency, and accountability in performance management in the public service.

Automated Client Satisfaction Measurement (CSM) Survey


The Client Satisfaction Measurement Survey, as illustrated by the UP Diliman's Client Assistance and Response System (UPD CARES), highlighted the value of structured, automated feedback systems. By automating the collection of client satisfaction data, the university can efficiently track, assess, and respond to feedback, enabling real-time service improvement. This approach also aligns with the requirements of the Anti-Red Tape Authority (ARTA), fostering a more client-focused service delivery model, ensuring effective and efficient public service delivery.


Overall, the benchmarking activities highlighted how automation in both performance management and client satisfaction measurement surveys can significantly enhance efficiency, accountability, and service quality within the university. It emphasized how these systems can be beneficial to the goal of the university in attaining operational excellence.


ATTACHMENTS:

(/) Photocopy of proof of participation/attendance () Special Order (/) Travel Authority
() Recommendation/Action Steps on how to apply the learning in work site.

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