

POSITIVE FEEDBACK MECHANISM IMPLEMENTING RULES AND REGULATIONS

Rationale

The Positive Feedback Mechanism (PFM) Page is a communication channel that aims to reinforce positive behaviors in the organization. It is a platform wherein employees can share their positive comments on various programs and projects, suggestions for future plans and systems, as well as commendations for the employees who have shown exemplary performance in their job.

The program is geared towards the institutionalization of the SSS Corporate Values of Trust, Empowerment, and Teamwork.

Objectives

1. Develop and sustain a positive workplace culture and excellence in the organization.
2. Reinforce the promotion of transparency, and accountability.
3. Encourage active participation of employees on the various events, services, and programs of SSS through sharing of ideas and insights.
4. Motivate and boost the morale of the employees resulting to high performance and productivity.

Guidelines

1. The PFM shall be managed by the Employee Relations Section of the Performance Management and Employee Relations Department (PMERD) and will form part of the HR Matters site in the Intranet.
2. All personnel (e.g. officials and employees including coterminous, casual, contractual, and job order workers) can submit their positive comments in any of the following format:
 - PRAISE, an expression of gratitude and satisfaction on the success of an event or issuance of a policy, etc.;
 - COMMENDATION, a message of favorable opinion for officials and/or employees for the courtesy, promptness, dedication, and/or exemplary service rendered; and
 - SUGGESTION, a constructive criticism intended to help improve something in the policies, programs, or activities of the System.
3. The comments, suggestions, and/or commendations shall be expressed in a positive manner. Submitted feedbacks containing profanity, obscene or crude language, personal insults, racial slurs, and similar languages shall be disregarded.
4. The feedback shall be written in plain and simple English in order to get its meaning across its intended audience clearly and concisely. If there will be recommendation/s for improvement of a program or process, concrete ways to make the improvement shall be cited in the feedback. Ambiguous and subjective languages that are counterproductive shall be considered irrelevant (e.g. "It seems that the policy is disorganized" is a language of resentment).

5. The feedback shall be brief, specific, and factual rather than general since the PFM System runs under the Office 365 platform and does not limit the length of the feedback.
6. The feedback shall be evaluated and verified by PMERD based on the following:
 - Substance (essence is focused on the action taken on or by subject of the feedback);
 - Authenticity (feedback is voluntary and personally made by the sender); and
 - Conformity to the guidelines.
7. Validated feedback shall be forwarded to concerned units for appropriate action. Feedbacks may be used as, but is not limited, to the following:
 - Inputs to enhance services, programs, processes, or systems to make them more relevant and responsive;
 - Basis for commendation on service excellence;
 - Alignment of expectations to the actual delivery of program and services;
 - Improves the relevance and responsiveness of the program and services;
 - Basis for future program designs.
8. Units provided with the feedback shall be required to send a response to the sender stating the comments or actions taken or to be taken on the feedback, copy furnished PMERD for recording and monitoring purposes.
9. In cases where PMERD needs to further clarify and/or verify details of the feedback, additional information and/or supporting documents shall be requested from the sender.
10. All SSS Personnel shall observe the highest standard of ethics, honesty, and integrity as embodied in the Code of Ethical Standards for Social Security System Officials and Employees in using the feedback mechanism. Violation of the provisions of said Code shall be ground for disciplinary action under Civil Rules and Regulations and may be meted with the appropriate penalty if found guilty, without prejudice to the filing of appropriate criminal or civil action, if warranted.

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