



# 2020 Accomplishment Report

## Learning and Development Department

Presented by:

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Department Manager III

# STATUS OF 2020 DELIVERABLES

## Learning and Development Department

DELIVERABLES	PERFORMANCE COMMITMENTS / TARGETS	ACTUAL ACCOMPLISHMENTS As of 30 December 2020	% OF ACCOMPLISHMENT
<b>Strategic Deliverables</b>			
At least 1 training program for 75% of employees	100%	<p><b>Total No. of attendees to various training programs conducted as of December 29, 2020:</b></p> <ul style="list-style-type: none"> <li>Face to Face: 422</li> <li>Webinars: 29,770</li> <li>Computer Based Trainings / Bytesize Registered: 8,996</li> <li>Completed: 4,705</li> <li>External Training Programs: 945</li> <li>CPE Programs: 22</li> </ul> <p><b>Encoded in the TIS Database</b> 33,425</p> <p><b>Total No. of employees with at least 1 training program</b> 6,052 records / 86.23%</p>	<b>86.23%</b> or 6,052 employees trained out of 7,018*

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DELIVERABLES	PERFORMANCE COMMITMENTS / TARGETS	ACTUAL ACCOMPLISHMENTS As of 30 December 2020	% OF ACCOMPLISHMENT
<b>Strategic Deliverables</b>			
<p>Training conducted for 10% of shortlisted potential successors, in consultation with concerned group/sector heads, under the Executive Succession Management Program</p>	<p>10% of 21 / 2.1 shortlisted potential successors</p>	<p>Total number of participants with approved participation in an external training program: <b>2</b></p> <p><b>Assertiveness in a Changing World</b> December 14,15,17 &amp; 18, 2020 10 training hours</p> <p><b>Registered:</b></p> <ol style="list-style-type: none"> <li>Lobo, Tiffany B.</li> <li>Villanueva, Ma. Lourdes A.</li> </ol> <p><b>Declined (due to conflict in schedule):</b></p> <ol style="list-style-type: none"> <li>Abad, Agnes R.</li> </ol>	<p><b>100%</b></p>

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<b>Strategic Deliverables</b>			
<p>HR developmental interventions to at least 25% of employees with below (3.0) competency rating (Attendance to in-house &amp; external training programs and non-training interventions programs/certification courses)*</p>	<p>25% of employees with below (3.0) competency rating / 417 employees</p>	<p><b>In-house Training Programs</b>                      Bytesize Module on Basics of Effective Business Writing                      Total No. of Employees with Below (3.0) Competency for Communication: 672                      Registered: 483**                      Completed: <b>155</b></p> <p><b>External Training Programs:</b>                      Enrolled Participants with below (3.0) competency: <b>592</b></p> <p><b>Workplace Learning c/o PMERD</b>                      Target Participants: 427                      Committed Participation: 339                      Completed with Evaluation: <b>237</b></p> <p><b>Over-all participants:</b>  <b>984</b></p> <p><b>Total Number of participants with at least 1 intervention:</b>  <b>712</b></p>	<p><b>712 participants or 170%</b></p>

\* Shared deliverable with PMERD

\*\* With communication plan to remind target participants and their immediate heads to complete the training program. Sent on December 14, 2020.

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DELIVERABLES	PERFORMANCE COMMITMENTS / TARGETS	ACTUAL ACCOMPLISHMENTS As of 30 December 2020	% OF ACCOMPLISHMENT
<b>Strategic Deliverables</b>			
<p>HR developmental interventions to at least 50% of employees with exceptional (5.0) competency rating (Attendance to in-house &amp; external training programs and non-training intervention programs/certification courses)</p>	<p><b>50% of 9 employees/ 4.5 employees</b> assessed with exceptional (5.0) competency rating</p>	<p>Total number of employees with exceptional (5.0) competency rating who have attended an external training program: 2</p> <p><b>Training Program on Delighting Customers in Today's New Normal: Knowing, Serving and Keeping Them</b> November 24-25, 2020</p> <ol style="list-style-type: none"> <li>1. Archival, Glory Mae R.</li> <li>2. Bustillo, Barbara B.</li> </ol> <p>Other employees with exceptional competency rating who have attended various in-house training programs conducted by LDD:</p> <ol style="list-style-type: none"> <li>1. Erika Faye Nalo</li> <li>2. Atty. Marco Antonio Pacoli</li> <li>3. Josielyn Orio</li> </ol>	<p><b>100% / 5 employees trained</b></p>

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<b>Strategic Deliverables</b>			
Re-tooling/training of 80% of employees affected by digitization thrust (Based on approved BOS deployment schedule)	80% of employees affected by digitization thrust	Conducted 13 various training programs for the following groups:  Accounts Management Member Services Section Central Processing Group  Total attendees: 16,436	100%
Roll out of the Learning and Development Module in the implementation of the Human Resource Management System (Subject to ITMG Deliverables & UAT)	Roll-out of L&D Module	On-going meeting with ITMG on the development of L&D module	

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DELIVERABLES	PERFORMANCE COMMITMENTS / TARGETS	ACTUAL ACCOMPLISHMENTS As of 30 December 2020	% OF ACCOMPLISHMENT
<b>Strategic Deliverables</b>			
<p>Develop Computer Based Training (CBT) Modules (2 CBT Modules developed)</p>	<p>2 CBT modules developed</p>	<p><b>Developed 6 CBT / Bytesize Modules:</b></p> <ul style="list-style-type: none"> <li>• MS Teams in the Workplace</li> <li>• Because You Matter : A Session on Workplace Well-being</li> <li>• Ease of Doing Business and Efficient Government Service Delivery Act of 2018 (RA11032)</li> <li>• Drugfree Workplace</li> <li>• Fire Prevention and Disaster Preparedness</li> <li>• Basics of Effective Business Writing</li> </ul> <p><b>Registered: 7,862</b> <b>Completed: 3,743</b></p> <p><b>Conduct of 2 existing CBT modules:</b></p> <ul style="list-style-type: none"> <li>• Corporate Orientation Course</li> <li>• Service Quality Fundamentals</li> </ul> <p><b>Registered: 1,134</b> <b>Completed: 962</b></p>	<p>300% / 6 CBT Modules</p>

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<b>Strategic Deliverables</b>			
Implement the 2020 Corporate Training Plan	14 training programs	<b>13 training programs conducted</b> (1 program was deferred due to request of QMD)	100%
1. Orientation on ISO 9001:2015 QMS	28 batches / 780 participants	14 batches / 790 participants	100%
2. Leadership and ISO 9001:2015- A QMS Appreciation Course for Executives	3 batches / 78 participants		Deferred per request of QMD
3. Training for Newly Designated Inspectors (2020-2022)	As needed (To be conducted thru Echo Sessions)	11 participants	100%
4. Training on the 2016 Revised IRR of RA 9184	2 batches / 85 participants	2 batches / 251 participants	251%
5. Corporate Orientation Course	2 batches / 60 participants	2 batches / 60 participants	100%
6. Seminar-Workshop on Service Quality Fundamentals for Support Units	600 participants	962 participants	179%



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7. Program for Member Service Representatives	1,600 participants	Conducted 11 training programs for Member Services Section  14,184 participants*	100%
8. Training for Account Officers	600 participants	Conducted 11 training programs for Accounts Management Section  15,286 participants*	100%
9. Modular Development Course on Benefits Processing	300 participants	Conducted 6 training programs for Central Processing Group  9,509 participants*	100%
10. Training Program for New Account Officers	As needed / Depends on the approved staffing plan of OPSP	16 participants	100%

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11. 2020 Briefing for Internal Auditors	1 batch / 50 participants	2 batches / 53 participants	100%
12. Proficiency Course for Accredited Teller Trainers	38 pax / 1 batch (2 representative /division)	37 pax / 1 batch (NCR East Div sent 1 representative only)	97%
13. Retirement Life Planning Course	25 pax / 1 batch	32 pax / 1 batch	128%
14. Fire Prevention and Disaster Preparedness Seminar	500 participants	<p><i>Face to Face Training</i> 1 batch / 121 participants</p> <p><i>Computer Based Training</i> Registered: 600 participants Completed: 224 participants</p>	<p>23% / 345 participants</p> <p>Originally intended to be conducted locally in the various offices in partnership with BFP but opted to developed CBT due to COVID-19 pandemic</p>

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<b>Strategic Deliverables</b>			
<a href="#"><u>Intervening Programs</u></a>	As needed	30 training programs / 11,199 participants	100%
Attendance to External Training Programs	As needed	54 external programs / 353 participants	100%
Attendance to Foreign Training Program / Conference & Scholarship and Local Scholarship (Based on organizer's schedule / sponsor's invitation)	As needed	Deferred due to travel restrictions brought upon by COVID-19 pandemic.	0%
Attendance to Continuing Professional Education	As needed	22 participants	100%

# OTHER ACCOMPLISHMENTS

## Learning and Development Department

ACTIVITIES*	NO. OF ATTENDEES	SIGNIFICANT IMPACT
<b>Conduct of the following webinars:</b>		
Training-Workshop on MS Shifts Thru MS Teams	406 participants	Monitoring time and attendance while at WFH arrangement.
Minding Your Mental Health	1,364 participants	Helped EEs cope with mental anxieties/stress brought about by COVID-19 pandemic
Training on Philippine National Public Key Infrastructure (PKI)	101 participants	Aligned with the digitization thrust of SSS. Ensured all digital signatures are validated and protected that can help preserve data integrity.
Webinar on Mental Health Awareness : Updates on COVID-19 and It's Effects to Mental Health - LIVE EVENT	1,450 participants	Helped cope with mental anxieties/stress and other health issues brought about by COVID-19 pandemic
Webinar on Completed Staff Work (CSW) for Executives	381 participants	Helped ensure work productivity & enhanced work performance thru CSW
Webinar on Completed Staff Work (CSW) for Technical / Executive Staff	102 participants	Helped ensure work productivity & enhanced work performance thru CSW

# OTHER ACCOMPLISHMENTS

## Learning and Development Department

ACTIVITIES*	NO. OF ATTENDEES	SIGNIFICANT IMPACT
<b>Conduct of the following webinars:</b>		
Training Program on the Principles and Concepts of Internal Control	31 participants	Helped the NGICS Committee in developing & customizing internal control systems framework in the SSS
MS Sway Essentials for Computer Based Training (MEdD)	9 participants	Helped MEdD personnel in the development of Computer Based Training Modules thru MS Sway for various stakeholders
Webinar on Basic Financial Literacy	1,402 participants	Helped promote financial awareness among SSS personnel.
Webinar on the Internal Quality Audit for IQA Auditors	52 participants	Promoted ISO principles in the workplace. Equipped would- be auditors with necessary skills and competencies
Webinar on ISO 9001:2015 QMS for IQA auditors	36 participants	
Webinar Essentials and Presentation Skills Training using MS Teams	1,444 participants	Helped BOS personnel in the conduct of localized webinars to promote and market various programs of SSS and to boost collection and coverage.

# OTHER ACCOMPLISHMENTS

## Learning and Development Department

ACTIVITIES*	NO. OF ATTENDEES	SIGNIFICANT IMPACT
<b>Conduct of the following training programs:</b>		
Seminar-Workshop on PSA Civil Registry Documents Appreciation (1st Run/Conduct)	67 participants	Enhanced knowledge on fraud awareness among various Business Process Owners involved in the digitization thrust of SSS
Seminar-Workshop on PSA Civil Registry Documents Appreciation (2nd Run/Conduct)	96 participants	
Training on Investigation, Intelligence & Counterintelligence Operations	25 participants	Strengthened the knowledge, skills and competencies of the Special Investigation Department on fraud and forgery detection.
Orientation on the New Contribution Schedules effective January 2021	2,239 participants	Information Drive Campaign for SSS Officials and Employees



**End of Presentation. Thank you.**