

Republic of the Philippines
SOCIAL SECURITY SYSTEM
STRATEGIC PERFORMANCE MANAGEMENT SYSTEM
OFFICE PERFORMANCE COMMITMENT AND REVIEW (OPCR) FORM
 For LEARNING AND DEVELOPMENT DEPARTMENT
CY 2020

(Please read instructions at the back before filling out this form)

COMMITMENT CONTRACT

I, **FILOMENA S. DAVID**, Acting Head of the **LEARNING AND DEVELOPMENT DEPARTMENT**, commit to deliver and agree to be rated on the attainment of the following targets in accordance with indicated measures for the period **2020**.



 Signature

2-Jan-2020
 Date

APPROVED BY


 HR210612e02
ELIVIRA G. ALCANTARA-RESARE

Signature Over Printed Name (Immediate Superior)

EVP & ACTING HEAD, HUMAN RESOURCE MGT. GROUP

Position Title

2-Jan-2020
 Date


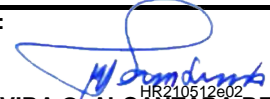
PART I PERFORMANCE COMMITMENT					PART II ACTUAL ACCOMPLISHMENT AND RATING								
STRATEGIC OBJECTIVES	WEIGHT	MAJOR FINAL OUTPUT	SUCCESS INDICATOR		SECTION RESPONSIBLE	ACTUAL ACCOMPLISHMENT	% ACCOMPLISHED			WEIGHTED SCORE			REMARKS
			MEASURE	TARGET			Q ¹	E ²	T ³	Q ¹	E ²	T ³	
STRATEGY EXECUTION													
1 Implementation of the 2020 Corporate Training and Development Program	65	➤ Training programs conducted	➤ No. of training programs conducted	13		100% (12 out of 12) request for Training programs conducted		100%			65		1 program deferred by requesting unit.
			➤ No. of EEs who attended/participated	75%		86.23% (6,052 out 7,018*) regular and casual employees attended at least 1 training/seminar *As of November 2020 Plantilla of Personnel							
			➤ % of Training Plan Adherence	100%		100% of planned training programs conducted							
I. Rank and File Development													
A. Orientation													
➤ Orientation on ISO 9001:2005 QMS		➤ EEs trained	➤ No. of EEs trained	780		Conducted 14 batches of Orientation on ISO 9001:2015 QMS with 790 participants							
➤ Seminar-Workshop on Service Quality Fundamentals		➤ Branch EEs trained	➤ No. of Branch EEs trained	600		Seminar-workshop on Service Quality Fundamentals conducted thru Blended Learning Approach (CBT and Webinar) with 962 participants							
➤ Leadership and ISO 9001:2015 – A QMS Appreciation Course for Executives		➤ EEs trained	➤ No. of EEs trained	78		Deferred by QMD							
➤ Training for newly designated inspectors (2020-2022)		➤ EEs trained	➤ No. of EEs trained	As needed		Echo Sessions conducted with 11 participants							



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➤ Corporate Orientation Course		➤ Newly hired/absorbed EEs trained	➤ No. of newly appointed EEs trained	62		Corporate Orientation Course conducted thru Blended Learning Approach (CBT and Webinar) in 2 batches with 60 participants								
➤ 2016 Revised IRR of RA 9184		➤ EEs trained	➤ No. of EEs trained	90		Orientation on the 2016 Revised IRR of RA 9184 conducted in 2 batches with 251 participants								
B. Job Skills Development														
➤ Accounts Officer		➤ AO's trained	➤ No. of AO's trained	600		Conducted 11 training programs for Accounts Management Section and all other units with 14,989 participants								
➤ Member Service Representative		➤ MSRs trained	➤ No. of MSRs trained	800		Conducted 11 training programs for Member Services Section and all other units with 13,887 participants								
➤ Basic Accounts Management Course		➤ EEs trained	➤ No. of EEs trained	14		Basic Accounts Management Course conducted thru Blended Learning Approach (CBT and Webinar) with 16 participants								
➤ 2020 Briefing for Internal Auditors		➤ EEs trained	➤ No. of EEs trained	50		Briefing for Internal Auditors conducted in 2 batches with 53 participants								
➤ Refresher Course for Telling Trainers		➤ EEs trained	➤ No. of EEs trained	38		Refresher Course for Telling Trainers with 37 participants								NCR East Div sent 1 representative only despite follow-up and recommendation to
D. Others														
➤ Fire Prevention & Disaster Preparedness Seminar		➤ EEs trained	➤ No. of attendees	500		Fire Prevention & Disaster Preparedness Seminar conducted thru Face to Face Training with 121 participants								Originally intended to be conducted locally in the various offices in partnership with BFP but opted to developed CBT due to COVID-19 pandemic
➤ Retirement Life Planning Course		➤ Retirees attended RLPC	➤ No. of Retirees who attended RLPC	25		Computer Based Training Registered: 600 participants Completed: 224 participants Retirement Life Planning Course conducted via Webinar with 32 participants								
IV. Intervening Programs														
➤ Intervening Programs		➤ Intervening Programs conducted	➤ No. of Intervening Programs	No. of intervening programs conducted by EO December 2020		30 Intervening Programs conducted with 11,199 participants								* Including 3 programs based from the instructions of the PCEO

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			MEASURE	TARGET			Q ¹	E ²	T ³	Q ¹	E ²	T ³		
2 HR developmental interventions to employees with below (3.0) competency rating	4	<ul style="list-style-type: none"> Developmental interventions to employees with competency gaps addressed EE trained 	<ul style="list-style-type: none"> % of employees with competency gaps addressed Number of attendees 	<p>25%</p> <p>417</p>		<p>42.69% (712 out of 1,668 ees with below 3.0 competency rating) provided with HR development interventions</p> <p>In-house Training Programs Bytesize Module on Basics of Effective Business Writing Total No. of Employees with Below (3.0) Competency for Communication: 672 Registered: 483 Completed: 155</p> <p>External Training Programs: Enrolled Participants with below (3.0) competency: 592</p> <p>Workplace Learning c/o PMERD Target Participants: 427 Committed Participation: 339 Completed with Evaluation: 237</p> <p>Over-all participants: 984 Total Number of participants with at least 1 intervention: 712 712 participants</p>		100%			4			* Shared deliverable with PMERD
3 Training and Development opportunities to employees with exceptional (5.0) competency rating	4	<ul style="list-style-type: none"> Training and Development opportunities to employees with exceptional (5.0) competency rating provided EE trained 	<ul style="list-style-type: none"> % of employees with exceptional (5.0) competency rating Number of attendees 	<p>50%</p> <p>5</p>		<p>55.56% (5 out of 9) with exceptional (5.0) competency rating provided with HR development interventions</p> <p>Training Program on Delighting Customers in Today's New Normal: Knowing, Serving and Keeping Them November 24-25, 2020</p> <p>Archival, Glory Mae R. Bustillo, Barbara B.</p> <p>Other employees with exceptional competency rating who have attended various in-house training programs conducted by LDD: Erika Faye Nalo Atty. Marco Antonio Pacoli Josielyn Orio</p> <p>5 employees with exceptional (5.0) competency rating were provided with learning and development intervention</p>		100%			4			

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4 Re-tooling/training of employees affected by digitization thrust (based on BOS deployment schedule)	7	➤ Re-tooling/training of employees affected by digitization thrust (based on BOS deployment schedule) implemented	➤ % of employees affected by digitization thrust	80%		80.37% (3,758 out of 4,676) of employees affected by digitization. Conducted 13 various training programs for the following groups: Accounts Management Section Member Services Section Central Processing Group		100%			7		
5 Roll out of the L&D module:	2	➤ Business Rules on the Learning and Development Module prepared	➤ Date of completion / Final UAT for L&D Module	December 2020		Submitted HRMS - Learning Management System Overview / Proposal (November 2020) > Launched HRMS - Employee Information Management System (October 2020) > On-going meeting for the development of the Employee Hub (SSS Academy)			100%			2	L&D module is not scheduled to be released on 2020.
OPERATIONAL EFFICIENCY													
6 Continuing Development of Computer-Based Training (CBT) Program	7	➤ Computer-Based Training Program developed	➤ No. of CBT modules developed	2	Changed from 1 to 2 CBT developed. Indicated target was for 2019.	Developed 6 CBT / Bytesize Modules: MS Teams in the Workplace Because You Matter : A Session on Workplace Well-being Ease of Doing Business and Efficient Government Service Delivery Act of 2018 (RA11032) Drugfree Workplace Fire Prevention and Disaster Preparedness Basics of Effective Business Writing Registered: 7,862 Completed: 3,743 Conduct of 2 existing CBT modules: Corporate Orientation Course Service Quality Fundamentals Registered: 1,134 Completed: 962		100%			7		
7 Compliance to Service Level Agreement ➤ Attendance to External Training Programs	1.5	➤ Request for ETP evaluated/endorsed	➤ No. of days to process requests for ETP	Within 5 working days upon receipt of request with complete documentation		100% (54 out of 54) requests for ETP acted upon within commitment date with an average of 1.61 working days			100%			1.5	Weights redistributed to deliverable no 1
➤ Attendance in Foreign and Local Scholarships/ Study Programs		➤ Request for AFLSSP facilitated/ endorsed	➤ No. of days to process requests for AFLSSP	Within 15 working days upon receipt of request with complete documentation		Did not push thru due to COVID-19 pandemic.							
➤ Continuing Professional Development/Education (Professional groups of EEs Actuarial/ Investments)	1.5	➤ Request for CPE evaluated/endorsed	➤ No. of days to process requests for CPE	Within 5 working days upon receipt of request with complete documentation		100% (22 out of 22) requests for CPE programs acted upon within commitment date with an average of 2 working days			100%			1.5	

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8 Compliance to PCEO Instructions/ assignments	2	➤ PCEO instructions/ assignments complied	➤ % of all other instructions/ assignments from the OPEO met within SLA	100%		Conducted 3 training programs on the following: > Training on Philippine National Public Key Infrastructure (PKI) - 2 batches / 1,716 participants (for digital signatures) > Webinar on Completed Staff Work (CSW) for Executives - 381 participants > Webinar on Completed Staff Work (CSW) for Technical / Executive Staff - 102 participants		100%			2						
RISK																	
9 Internal Audit		➤ Internal Audit rating obtained	➤ % of Internal Audit rating obtained	VS		No internal audit conducted								Weights redistributed to deliverable no 1			
10 Full conformity (Internal) to ISO Standards		➤ Conformity to ISO Standards obtained	➤ Number of major non-conformity/ies during the 1st Surveillance Audit	NC=0		No IQA conducted								Weights redistributed to deliverable no 1			
STAKEHOLDERS																	
11 Conduct of Mental Health and Engagement Survey	2	➤ Mental Health and Engagement Survey conducted	➤ Date of Conduct 'With request from PMERD to change target to conduct of Mental Health and Engagement Survey instead. C/ PMERD	December 2020		Employee Mental Health and Satisfaction Survey conducted December 2020	100%			2				Program Approval and implementation			
PEOPLE																	
12 Attendance to seminars/training & other HR developmental interventions (job rotation, job enlargement, mentoring, coaching, job shadowing)	2	➤ Seminars/trainings and other HR developmental interventions (job rotation, job enlargement, mentoring, coaching, job shadowing) attended	➤ No. of HR Programs participated / attended by each personnel.	at least one (1) per EE		20 out of 20 LDD personnel have attended at least 1 training program in 2020.		100%			2						
13 Average performance rating (%) of all EEs of the Department	2	➤ Desired average numerical rating achieved	➤ Desired average numerical rating	3.6		All personnel under the Department obtained Outstanding rating 5		100%			2						
100							Total Weighted Score			2	93	5					
							Sum of Total Weighted Score			100							
							Numerical Rating			5							
							Adjectival Rating			Outstanding							
COMMITMENTS VALIDATED BY:					RATING VALIDATED BY:					NOTED BY:							
 DM III COLETTE H. CORDIAL Corporate Policy and Planning Department (Signature Over Printed Name)					DM III COLETTE H. CORDIAL Corporate Policy and Planning Department (Signature Over Printed Name)					 ELIVIRA G. ALCANTARA-RESARE EVP & ACTING HEAD, HUMAN RESOURCE MGT. GROUP					RATING SCALE		
															Date	Date	Date
															100	5	Outstanding (O)
															90-99.99	4	Very Satisfactory (VS)
															75-89.99	3	Satisfactory (S)
															60-74.99	2	Unsatisfactory (US)
															below 60%	1	Poor (P)