



Republic of the Philippines
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
REGION XIII (CARAGA)
 1559 Matimco Bldg, Km 4., Libertad, Butuan City
 caraga.dilg.gov.ph

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Name of Division/FOU: **PERSONNEL SECTION, FINANCE AND ADMINISTRATIVE DIVISION**

MASTER LIST OF MAINTAINED DOCUMENTED INFORMATION (INTERNAL)

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
LEARNING & DEVELOPMENT							
QP-R13-FAD-14	Quality Procedure	10.16.17					
QO-QP-R13-FAD-14	Quality Objective	10.16.17					
QME-QP-R13-FAD-14	Quality Monitoring & Evaluation	10.16.17					
FM-QP-R13-FAD-14-01A	Competency Assessment_Admin. (SG 1-9) Self & Supervisor Rating	10.16.17	01.01.18				
FM-QP-R13-FAD-14-01B	Competency Assessment_Admin. (SG 10-17) Self & Supervisor Rating	10.16.17	01.01.18				
FM-QP-R13-FAD-14-01C	Competency Assessment_Admin. (SG 18-25) Self & Supervisor Rating	10.16.17	01.01.18				
FM-QP-R13-FAD-14-01D	Competency Assessment_LGOO 2-3 (SG 13-15) Self & Supervisor Rating	10.16.17	01.01.18				
FM-QP-R13-FAD-14-01E	Competency Assessment_LGOO 4-5 (SG 18-20) Self & Supervisor Rating	10.16.17	01.01.18				
FM-QP-R13-FAD-14-01F	Competency Assessment_LGOO 6-7 (SG 22-24) Self & Supervisor Rating	10.16.17	01.01.18				
FM-QP-R13-FAD-14-01G	Competency Assessment_Third Level (SG 26-28) Self & Supervisor Rating	10.16.17	01.01.18				
FM-QP-R13-FAD-14-01H	Competency Assessment_Non-LGOO Self & Supervisor Rating	10.16.17	01.01.18				
FM-QP-R13-FAD-14-01	Learning and Development Process Summary Log Sheet	10.16.17					
FM-QP-R13-FAD-14-02	Learning and Development Database	10.16.17					
FM-QP-R13-FAD-14-03	Learning and Development Plan	10.16.17					
FM-QP-R13-FAD-14-04	List of Learning & Development Intervention	10.16.17					
FM-R13-SP-07-01	Risk Register - Objective Risk Assessment	10.16.17					
FM-R13-SP-07-02	Risk Register - Process Risk Assessment	10.16.17					
	Regional Order	10.16.17					
	Certificate of Participation	10.16.17					

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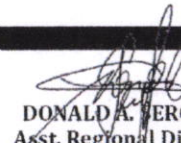
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Name of Division/FOU:

MASTER LIST OF MAINTAINED DOCUMENTED INFORMATION (EXTERNAL)

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
Process Name							
FM-QP-AS-HRMD-04-08	Individual Development Plan (IDP)	10.01.15	06.08.18				
FM-QP-AS-HRMD-04-07	Professional Development Plan (PDP)	10.01.15	06.08.18				
FM-QP-AS-HRMD-04-013	Consolidated Individual Development (IDP)/ Professional Development Plan (PDP)	10.01.15	06.08.18				

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DILG REGION XIII
QUALITY
PROCEDURES

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PROCEDURE TITLE	LEARNING AND DEVELOPMENT		
SCOPE	This process starts from identifying the learning and development needs of DILG-Region XIII personnel up through their IDP/PDP Request up to the evaluation of effectiveness of interventions provided.		
PURPOSE/S	To equip DILG-Region XIII personnel with the necessary knowledge, skills and attributes to maximize their potentials and enable them to effectively contribute to the realization of the Department's objectives.		
PROCESS DESCRIPTION			
INPUT		PROCESS	OUTPUT
IDP/PDP, TNA Operating Units		<div>Learning and Development</div>	L& D Conducted Employees L& D Eval.
DESCRIPTIVE STATEMENT: The HRMO III consolidates the Summary of Individual/ Professional Development Plan (I/PDP) and result submitted by the employees for review of the Personnel Development Committee (PDC). The Personnel Development Committee (PDC) will formulate the L & D Plan containing the most urgent and important Learning and Development (L&D) interventions needed by the personnel to enhance their knowledge and skills or addressed their performance gaps. Upon approval by the Regional Director, the L & D Plan will be communicated to all concerned Offices. The Personnel Development Committee (PDC) will ensure the preparation, implementation and evaluation of effectiveness of the Learning and Development Interventions.			

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
1	Personnel Section	Collect IDP & PDP	<ul style="list-style-type: none"> Prepare consolidated matrix on collected IDP/PDP from QP-R13-FAD-09 Forward to Personnel Development Committee (PDC) the consolidated matrix of IDP / PDP 	<ul style="list-style-type: none"> Individual Development Plan (IDP); Professional Development Plan (PDP); IPD / PDP Consolidated Matrix
2	Personnel Development Committee (PDC)	Identify training needs	<ul style="list-style-type: none"> Review & Evaluate the submitted consolidated IDP/ PDP and propose appropriate intervention (i.e. formal/ non-formal training). 	<ul style="list-style-type: none"> Self & Supervisor Assessment Tool;
3	Personnel Development Plan (PDC), HRMD Committee, Personnel Section	Prepare the L & D Plan	<ul style="list-style-type: none"> Prioritize the interventions needed based on urgency and relevance to the Department's thrusts for the current year Secure approval to the Office of the Regional Director 	<ul style="list-style-type: none"> Learning and Development Database (as culled out from the IDP/PDP) L & D Plan



DILG REGION XIII
**QUALITY
PROCEDURES**

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
4	Regional Director	Approve the L & D Plan	<ul style="list-style-type: none"> Sign the L&D Plan Return to Personnel Section for dissemination to all Divisions in the Regional Office & FOU's 	<ul style="list-style-type: none"> L&D Plan
5	Personnel Section	Disseminate the approved L & D Plan	<ul style="list-style-type: none"> Transmit the approved L & D Plan to all concerned Offices within two (2) working days upon receipt in accordance with the Regional Records Management Procedure. 	<ul style="list-style-type: none"> Approved Learning & Development Intervention Regional Records Management Procedure
6	Personnel Section / PDC / HRMD Team	Secure Budget allocation for L & D	<ul style="list-style-type: none"> Coordinate with Budget Officer and Planning Officer for the integration of L & D 	<ul style="list-style-type: none"> Approved L & D Plan and AOPB
7	Personnel Section	Design and implement L & D Capacity Development Activity	<ul style="list-style-type: none"> Design and implement the L & D capacity development activity in accordance to QP-R13-LGCDD-16 	<ul style="list-style-type: none">
8	HRMO III & HRMO II	Monitor the implementation of the L&D Plan	<ul style="list-style-type: none"> Record / update the Process Summary Logsheets Check actual participants versus target participants 	<ul style="list-style-type: none"> Process Summary Logsheets (PSL) FM-QP-R13-LGCDD-16-04
9	HRMO III & HRMO II	Update the Learning and Development Database	<ul style="list-style-type: none"> Encode the names of participants on the training program to the L&D Database. 	<ul style="list-style-type: none"> Learning and Development Database
10	Personnel Development Committee (PDC), HRMO III & HRMO II	Evaluate L&D effectiveness	<ul style="list-style-type: none"> Evaluate the L & D effectiveness. Prepare transmittal / memo of Overall L&D Intervention Result including competency gaps (if any) for appropriate action. Forward to RD for signature 	<ul style="list-style-type: none"> SPMS: IDP/PDP Learning and Development Database
11	Regional Director	Approval of the transmittal / memo	<ul style="list-style-type: none"> Signed by RD and returned to Personnel Section for dissemination to FOU's 	<ul style="list-style-type: none"> Transmittal / Memo Overall L&D Intervention Result
12	Personnel Section	Disseminate the approved transmittal/memo	<ul style="list-style-type: none"> Disseminate the transmittal / memo to concerned office in accordance with the Regional Records Management Procedure 	<ul style="list-style-type: none"> Transmittal / Memo Overall L&D Intervention Result Regional Records Management Procedure
13	Process Owner	Retain records	<ul style="list-style-type: none"> Update the Process Summary Log Sheet. 	<ul style="list-style-type: none"> Process Summary



DILG REGION XIII
**QUALITY
PROCEDURES**

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			<ul style="list-style-type: none"> Retain records in accordance with Control of Retain Documented Information Procedure and Masterlist of Records. R13-SP-02 	Logsheet (PSL) <ul style="list-style-type: none"> Control of Retain Documented Information Procedure Masterlist of Records

Definition of Terms & Acronyms:

- Learning** - Refers to interventions organized outside the formal learning system which are recognized as coaching, mentoring, job rotation.
- Development** - Refers to formal education that takes place within a teacher-student relationship.
- Intervention** - The systematic process of assessment and planning employed to remediate or prevent a social, educational, or developmental problem.
- Competency** - A set of observable, measurable, and vital skills, knowledge, and attitudes that are translations of capabilities deemed essential for organizational success.
- Competency Gap** - Knowledge and skills that exist and those that need to be filled/developed and/or enhanced
- Qualification Standard** - Norms and specification requirements comprised of education, eligibility, training, and experience regulating the **specific tasks attached to a particular work position.**

Documentary Requirements:

- Learning and Development Database
- Individual Development Plan (IDP)
- Professional Development Plan (PDP)

Records Maintained:

- Learning and Development Database

Legal References:

- Executive Order No. 292, s. 1987 Administrative Code of 1987**
- Civil Service Commission Resolution No. 1300979 dated May 17, 2013** Clarifying Qualification Requirements for Appointment to Executive/Managerial Positions in the Second Level
- CSC Qualification Standards Manual series 1997**
- Civil Service Commission Memorandum Circular No. 46, series 1993 Dated November 10, 1993** Policies on Qualification Standards
- Civil Service Commission Memorandum Circular No. 12 series 2013 Dated October 29, 2003** Revised Policies on Qualification Standards

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DILG REGION XIII
**QUALITY
OBJECTIVES**

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BUREAU/SERVICE	PERSONNEL SECTION, FINANCE AND ADMINISTRATIVE DIVISION
PROCESS	LEARNING AND DEVELOPMENT

Function	Key Performance Indicators (KPI)			Frequency of Monitoring Results	Responsible for Monitoring	Applicable Documents (Procedures) and Forms (Records), including applicable Legal Requirements
	Objective	Target	Responsible for Monitoring			
<ul style="list-style-type: none"> Facilitation of Learning and Development Intervention for all DILG Region XIII personnel to equip them with the necessary knowledge, skills and attributes and support their career growth and objectives. 	<ul style="list-style-type: none"> Ensure the implementation / conduct of L & D Interventions (as to prioritization or the most needed) for all personnel 	<ul style="list-style-type: none"> 80% of the L & D Interventions identified for the year 	<ul style="list-style-type: none"> No. of L & D Interventions implemented /conducted within the year 	<ul style="list-style-type: none"> Semestral 	<ul style="list-style-type: none"> Personnel Development Committee, HRMO's 	<ul style="list-style-type: none"> L& D Plan Activity Design Regional Order Attendance Sheet Certificate of Participation Post Activity Report
	<ul style="list-style-type: none"> Ensure participation of personnel to attend at least 1 training within the year 	<ul style="list-style-type: none"> 80% of personnel participated in the L & D at least 1 training within the year 	<ul style="list-style-type: none"> No. of personnel attended the L & D interventions conducted within the year 	<ul style="list-style-type: none"> Semestral 	<ul style="list-style-type: none"> Personnel Development Committee, HRMO's 	<ul style="list-style-type: none"> Learning and Development Monitoring Logsheet

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 MARIE JOY S. LUENGAS HRMO III Process Owner	 DONALD A. SERONAY ARD Deputy QMR	 LILIBETH A. FAMACION, CESO III Regional Director DILG-RXIII Deputy QMR

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DILG REGION XIII (CARAGA)
**PROCESS QUALITY MONITORING
 AND EVALUATION (QME)**

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DIVISON/FOU	PERSONNEL SECTION, FINANCE AND ADMINISTRATIVE DIVISION		
PROCEDURE TITLE	LEARNING AND DEVELOPMENT		
OBJECTIVE STATEMENT	1. Ensure the implementation / conduct of all L & D Interventions for all personnel 2. Ensure participation of personnel to attend at least 1 training within the year		
CURRENT PERIOD	JANUARY – JUNE 2018		
Objective 1: Ensure the implementation / conduct of L & D Interventions (as to prioritization or the most needed) for all personnel			
INDICATORS		1st Semester	2nd Semester
A	Total number of the L & D Interventions identified for the year		
B	Total number of L & D Interventions implemented /conducted within the year		
C	Formula: A/B x 100 Target Result: 80%		
D	Gap Analysis: In case the objective is not met, put your analysis why it is not met	The office conducted L & D interventions for 1 st semester but not identified by the unfunctional Personnel Development Committee (PDC) due to numerous intervening activities.	
Objective 2: Ensure participation of personnel to attend at least 1 training within the year			
INDICATORS		1st Semester	2nd Semester
A	Number of personnel participated in the L & D at least 1 training within the year		
B	No. of personnel attended the L & D interventions conducted within the year		
C	Formula: A/B x 100 Target Result: 80%		
D	Gap Analysis: In case the objective is not met, put your analysis why it is not met	Identified personnel was participated in the seminar/workshop not identified from the Personnel Dev. Committee (PDC).	
Note: For unmet targets, the QMS Secretariat will issue Corrective Action Report (CAR) duly signed by the DILG-XIII Deputy QMR.			

Prepared By	Reviewed By	Approved By
 MARIE JOY S. LUENGAS AO V / HRMO III Process Owner	 DONALD A. SERONAY Asst. Regional Director Deputy QMR	 LILIBETH A. FAMACION, CESO III Regional Director Deputy QMR



Competency Assessment: ADMINISTRATIVE POSITIONS (SG 1-9)

Instructions:

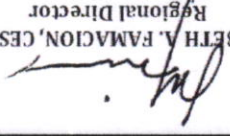
For each item, rate the personnel from 0-4 as indicated in each competency name and description, how much you think the RATEE exhibits the following scale:

- | | |
|------------------|---|
| [0] N/A | - does not apply or is not required to demonstrate the competency |
| [1] BASIC | - limited to own tasks and usually requires supervision and further training, competency is at a level where spe |
| [2] INTERMEDIATE | - Generally confined in own set of tasks, but has tasks that require working with others, with some activities no |
| [3] ADVANCED | - Covers/integrates work groups, multiple tasks, diverse work units, varied situations |
| [4] EXPERT | - Involves work of different units, operational systems and processes in a dynamic environment |

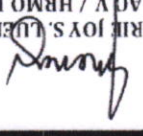
CORE COMPETENCIES		Employee 1	
1. COMMITMENT TO ETHICAL SERVICE AND GOOD GOVERNANCE			
Competency Description & Ratings Requirement	Ability to demonstrate a strong desire to promote good governance and establish positive organizational image by following the civil servants' code of conduct and modeling professional ethics and values as transparency, accountability, participation, and effectiveness	Self	Supervisor
1	Conducts tasks and manages interactions with a positive attitude showing courtesy, sensitivity, tact, and respect		
	Practices honesty and accountability in all areas of work		
	Accounts for the use of resources entrusted for job performance/ work purposes		
	Promotes the activities/ projects and programs on good governance and effective public service of the Department		
2. CUSTOMER-FOCUS			
Competency Description & Ratings Requirement	Ability to identify and respond to current and future, internal and external customers' needs, delivering high quality (efficient and effective) services that meet their needs		
1	Responds to customer needs in a timely, professional, and courteous manner		
	Abides by standard processes and procedures in attending to customers		
	Delivers the services and solutions needed by internal and external customers		
3. ENSURING EXCELLENT RESULTS			
Competency Description & Ratings Requirement	Ability to effectively manage one's time and resources to complete tasks even in challenging situations; thinking out of the box, considering others' feedback, and taking accountability for final results		
1	Performs assigned tasks to meet pre-set standards		
	Works to ensure that outputs and expected results are delivered (sees things through and does not get sidetracked)		
	Takes ownership and responsibility for the delivery of one's own work		
	Designs a personal action plan to address the requirements of one's work		
	Seeks feedback on current ways of working and improves one's work based on inputs received		
	Maintains focus even when dealing with numerous tasks		
	Expresses a desire to do better and frustration over waste or inefficiency		
4. ORGANIZATIONAL SENSITIVITY			

Competency Description & Ratings Requirement	Ability to understand the organization's mandate, structure, and culture, along with major policies, legislations, and resources which influence its operations		
1	<i>Describes the mandate and organizational structure of the Department</i>		
	<i>Demonstrates understanding [can explain] the key tasks, outputs and required competencies of one's work in the Department</i>		
	<i>Identifies key stakeholders of the Department, and explains how the Department works with or services those stakeholders</i>		
FUNCTIONAL COMPETENCIES			
1. CRITICAL/ ANALYTICAL THINKING			
Competency Description & Ratings Requirement	Ability to contribute to the delivery of the outputs in a group environment through positive communication, interaction, and cooperation with teammates and colleagues		
1	<i>Identifies various sources of relevant and credible information</i>		
	<i>Secures information and inputs from internal and external contacts (individuals and work groups)</i>		
	<i>Identifies the links between situations and information</i>		
	<i>Acknowledges when one doesn't know how to do a task and takes steps to find out more about it</i>		
2. COLLABORATION / WORKING WITH OTHERS			
Competency Description & Ratings Requirement	Ability to contribute to the delivery of the outputs in a group environment through positive communication, interaction, and cooperation with teammates and colleagues		
1	<i>Identifies individual tasks and responsibilities as they relate to the achievement of the unit/office targets and objectives</i>		
	<i>Participates actively in accomplishing group goals by willingly doing one's share of tasks</i>		
	<i>Assumes responsibility for work activities and coordination efforts</i>		
	<i>Deals honestly and fairly with others (teammates, internal and external workmates) showing consideration and respect in the performance of work</i>		
	<i>Appropriately expresses one's own opinion over work matters</i>		
	<i>Recognizes/listens to the diverse views and opinions of customers, colleagues, and superiors</i>		
3. PROCESS ORIENTATION			
Competency Description & Ratings Requirement	Ability to effectively work within structures, following step by step processes and procedures and taking note of even minor details		
1	<i>Keeps a checklist of all the items that need to be covered when performing tasks</i>		
	<i>Cites (can cite) details that might be overlooked and possible errors that might be committed</i>		
	<i>Follows processes and procedures to make sure all parts of a task are completed</i>		
	<i>Gathers information and feedback from different sources on the usefulness of processes and procedures</i>		
4. INFORMATION/DATA/RECORDS MANAGEMENT			
Competency Description & Ratings Requirement	Ability to organize, maintain, retrieve and ensure the proper use and disposition of records and office documents		
1	<i>Identifies information/ data relevant to the functions of the unit/office and which needs to be organized for easy access</i>		
	<i>Distinguishes the various kinds of information/ documents usually received by the office and how to respond to them</i>		
	<i>Explains relevant policies, procedures and standards for records management</i>		
5. ADMINISTRATIVE / SUPPORT SERVICES PROFICIENCY			
Competency Description & Ratings Requirement	Ability to demonstrate depth of knowledge and skills related to different administrative services needed to effectively run day-to-day organizational operations		
	<i>Explains the functions, projects/programs, and services to customers and stakeholders</i>		

Discusses the necessary procedures and guidelines in the implementation of programs and		
Demonstrates willingness to try IT based or technology assisted approaches to complete		
tasks		
SUM	0	0
AVERAGE	#DIV/0!	#DIV/0!

Approved By	LILIBETH A. FAMACION, CESO III  Regional Director
	Top Management

Noted By	DONALD A. JERONAY  Asst. Regional Director
	Regional QMR

Prepared By	MARIE JOY S. LUENGAS  AO V / HRMO III
	Process Owner



Competency Assessment: ADMINISTRATIVE POSITIONS (SG 10-17)

Instructions:

For each item, rate the personnel from 0-4 as indicated in each competency name and description, how much you think the RATEE exhibits the indicated behavior using the following scale:

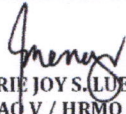
- [0] N/A - does not apply or is not required to demonstrate the competency
 [1] BASIC - limited to own tasks and usually requires supervision and further training, competency is at a level where specific procedures are observed
 [2] INTERMEDIATE - Generally confined in own set of tasks, but has tasks that require working with others, with some activities not necessarily covered by procedures
 [3] ADVANCED - Covers/integrates work groups, multiple tasks, diverse work units, varied situations
 [4] EXPERT - Involves work of different units, operational systems and processes in a dynamic environment

		Employee 1	
CORE COMPETENCIES		Self	Supervisor
1. COMMITMENT TO ETHICAL SERVICE AND GOOD GOVERNANCE			
Competency Description & Ratings Requirement	Ability to demonstrate a strong desire to promote good governance and establish positive organizational image by following the civil servants' code of conduct and modeling professional ethics and values as transparency, accountability, participation, and effectiveness	0	0
2	Consistently adheres to the civil servants' code of conduct and the values the Department stands for namely: transparency, accountability, participation and effectiveness		
	Inhibits oneself from being in a situation where there might be a conflict of interest and/or one's character will be subject to suspicion		
	Remains positive and keeps emotions under control in high pressure situations as when one's work or the projects and programs of the unit/ Department is being evaluated		
SUB-TOTAL		0	0
2. CUSTOMER-FOCUS			
Competency Description & Ratings Requirement	Ability to identify and respond to current and future, internal and external customers' needs, delivering high quality (efficient and effective) services that meet their needs		
2	Initiates correspondence with customers to determine their satisfaction with the services received and enacts ways to right away improve service delivery		
	Updates customers on the status of their requests, and of any policy or process changes that might affect delivery of the services they need		
	Anticipates the needs of customers and delivers services beyond their immediate requests; Works with customers to adapt services, programs, policies and procedures which will better fit their needs		
SUB-TOTAL		0	0
3. ENSURING EXCELLENT RESULTS			
Competency Description	Ability to effectively manage one's time and resources to complete tasks even in challenging situations; thinking out of the box, considering others' feedback, and taking accountability for final results		
2	Completes challenging tasks and duties even without constant supervision; Exhausts different ways to accomplish one's goals despite setbacks and failures		
	Follows through on tasks to ensure completion and maximize one's performance		
	Looks for and suggests more creative ways of delivering outputs to improve current ways of working (creativity); Measures and benchmarks against external environment to adopt best practices		
	Adapts to new or different situations effectively amidst continuous change and fast pace of work		
	Implements ways/systems to more effectively utilize and share resources and assets		
SUB-TOTAL		0	0

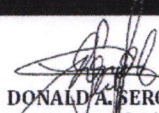
4. ORGANIZATIONAL SENSITIVITY			
Competency Description & Ratings Requirement	Ability to understand the organization's mandate, structure, and culture, along with major policies, legislations, and resources which influence its operations		
2	<i>Demonstrates understanding [can explain] the mandate of one's own unit, and how one's own work contributes to the fulfillment of that mandate</i>		
	<i>Utilizes formal structures, rules, and processes to accomplish work as prescribed in the policies, procedures and guidelines</i>		
	<i>Recognizes organizational culture and practices that affect work processes</i>		
	<i>Charts the relationships of the different stakeholders to each another as guide on how they influence the delivery of mandate</i>		
	SUB-TOTAL	0	0
FUNCTIONAL COMPETENCIES			
1. CRITICAL AND ANALYTICAL THINKING			
Competency Description & Ratings Requirement	Ability to interpret, link, and process information in order to understand issues and identify alternative solutions		
3	<i>Identifies the results and possible consequences of using or interpreting available information in a specific manner</i>		
	<i>Determines issues or difficulties that may arise if data and information will be used and interpreted in a specific way</i>		
	<i>Identifies multiple relationships and disconnects in processes in order to identify options and reach conclusions</i>		
	<i>Identifies connections between situations that are not obviously related</i>		
	<i>Anticipates potential obstacles in performing complex tasks and develops</i>		
	SUB-TOTAL	0	0
2. COLLABORATION / WORKING WITH OTHERS			
Competency Description & Ratings Requirement	Ability to contribute to the delivery of the outputs in a group environment through positive communication, interaction, and cooperation with teammates and colleagues		
3	<i>Adjusts work approaches based on norms agreed by the members of the team/ group</i>		
	<i>Adjusts work roles to complement individual capacities and to ensure that every member of the work group can work with each other/ together as a team</i>		
	<i>Participates in cross-functional activities and other opportunities for collaboration on projects, programs and other areas of operation</i>		
	<i>Acts to understand and respond appropriately to the concerns of others</i>		
	<i>Actively listens to colleagues and places one's self to gain understanding of one's situation</i>		
	SUB-TOTAL	0	0
3. PROCESS ORIENTATION			
Competency Description & Ratings Requirement	Ability to effectively work within structures, following step by step processes and procedures and taking note of even minor details		
3	<i>Compares finished work/ output to expected work/ output following checklist of requirements/ standard processes and procedures</i>		
	<i>Seeks feedback regarding overlooked details to determine when and understand why errors are usually committed</i>		
	<i>Reviews work carefully for accuracy, following directions stated in process related documents and ensuring compliance to policies and relevant laws</i>		
	<i>Reviews and provide additional inputs on draft documents for the effective implementation of administrative services and programs (HRMD, Personnel, Accounting, Budget etc.)</i>		

	SUB-TOTAL		
4. INFORMATION / DATA / RECORDS MANAGEMENT			
Competency Description & Ratings Requirement	Ability to organize, maintain, retrieve and ensure the proper use and disposition of records and office documents		
3	-Plans the details (order/ classification/ functionalities/ interface) of a system which can help organize and facilitate access to information/ data/ records		
	-Follows up on the status of documents transmitted to and from by the office to ensure that the transaction is completed		
	-Monitors and regularly updates documents and records for storage, retention, and disposal		
	SUB-TOTAL		
5. ADMINISTRATIVE / SUPPORT SERVICES PROFICIENCY			
Competency Description & Ratings Requirement	Ability to demonstrate depth of knowledge and skills related to different administrative services needed to effectively run day-to-day organizational operations		
2	Plots implementable actions to ensure delivery of outputs		
	Uses appropriate methods and tools in performing tasks		
	Adapts the use of IT based tools or technology assisted programs to deliver outputs more efficiently		
	Invests time and effort in learning new technological systems and techniques to enhance work		
	SUB-TOTAL		
5.1. ADMINISTRATIVE PROFICIENCY: General Services			
Competency Description & Ratings Requirement	Ability to demonstrate depth of knowledge and skills related to different administrative services needed to effectively run day-to-day organizational operations		
3	Liaises with internal and external stakeholders to level-off on implications of current/new or future programs and services		
	Monitors and reviews work results for trends and relations in order to make appropriate recommendations		
	Implements relevant laws, policies, rules and regulations for effective control and coordination		
	Streamlines work systems and finds appropriate solutions using available IT based tools or technology assisted programs		
	SUB-TOTAL		
		SUM	
		AVERAGE	


Prepared By


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 Process Owner

Noted By


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Approved By


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 Regional Director
 Top Management



Competency Assessment: ADMINISTRATIVE POSITIONS (SG 18-25)

Instructions:

For each item, rate the personnel from 0-4 as indicated in each competency name and description, how much you think the RATEE exhibits the indicated behavior using the following scale:

- [0] N/A - does not apply or is not required to demonstrate the competency
- [1] BASIC - limited to own tasks and usually requires supervision and further training, competency is at a level where specific procedures are observed
- [2] INTERMEDIATE - Generally confined in own set of tasks, but has tasks that require working with others, with some activities not necessarily covered by procedures
- [3] ADVANCED - Covers/integrates work groups, multiple tasks, diverse work units, varied situations
- [4] EXPERT - Involves work of different units, operational systems and processes in a dynamic environment

CORE COMPETENCIES		Employee 1	
1. COMMITMENT TO ETHICAL SERVICE AND GOOD GOVERNANCE			
Competency Description & Ratings Requirement	Ability to demonstrate a strong desire to promote good governance and establish positive organizational image by following the civil servants' code of conduct and modeling professional ethics and values as transparency, accountability, participation, and effectiveness	Self	Supervisor
3	Implements processes and structures which ensure adherence to civil servants' code of conduct and the values of the Department		
	Holds self and/or work unit accountable for one's/groups' actions and behaviors		
	Crafts policies and develops practices which reinforce the Code of Ethics, and reduce red tape, graft and corruption		
	Assesses and establishes ways on how the work or the work of the unit/Department can be better communicated and understood by customers and stakeholders		
2. CUSTOMER-FOCUS			
Competency Description & Ratings Requirement	Ability to identify and respond to current and future, internal and external customers' needs, delivering high quality (efficient and effective) services that meet their needs		
3	Initiates correspondence with customers to determine their satisfaction with the services received and enacts ways to right away improve service delivery		
	Updates customers on the status of their requests, and of any policy or process changes that might affect delivery of the services they need		
	Anticipates the needs of customers and delivers services beyond their immediate requests		
	Works with customers to adapt services, programs, policies and procedures which will better fit their needs		
3. ENSURING EXCELLENT RESULTS			
Competency Description	Ability to effectively manage one's time and resources to complete tasks even in challenging situations; thinking out of the box, considering others' feedback, and taking accountability for final results		
3	Completes challenging tasks and duties even without constant supervision		
	Exhausts different ways to accomplish one's goals despite setbacks and failures		
	Follows through on tasks to ensure completion and maximize one's performance		
	Looks for and suggests more creative ways of delivering outputs to improve current ways of working (creativity)		
	Measures and benchmarks against external environment to adopt best practices		
	Adapts to new or different situations effectively amidst continuous change and fast pace of work		
	Implements ways/systems to more effectively utilize and share resources and assets		

4. ORGANIZATIONAL SENSITIVITY			
Competency Description & Ratings	Requirement	Ability to understand the organization's mandate, structure, and culture, along with major policies, legislations, and resources which influence its operations	
3	Demonstrates understanding [can explain] the mandate of one's own unit, and how one's own work contributes to the fulfillment of that mandate		
	Utilizes formal structures, rules, and processes to accomplish work as prescribed in the policies, procedures and guidelines		
	Recognizes organizational culture and practices that affect work processes		
	Charts the relationships of the different stakeholders to each another as guide on how they influence the delivery of mandate		
	LEADERSHIP COMPETENCIES:		
1. DEVELOPING AND INSPIRING OTHERS			
Competency Description & Ratings	Requirement	Ability to encourage the continuous learning and development of staff by collaborating with them in finding meaning in what they do and identifying strengths and areas for improvement to determine how they can leverage on these in doing their work	
2	Takes a proactive positive view of members of work group/ unit by discussing with them assigned roles and responsibilities (expectation setting)		
	Facilitates the work of work group/ unit members by providing tools and references that will help them		
	Explains reasons or rationale behind an action, as a personnel development strategy when giving directions		
	Provides informal guidance when concerns are raised or need to be resolved		
	Recognizes individual potentials and discusses with each one, their development needs and plans, aspirations, and career opportunities		
	Works with members of the unit to set and achieve performance standards that are specific and measurable		
	Celebrates group achievements but also recognizes exemplary performance of specific individuals		
	2. PLANNING WORK AND MANAGING TEAMS (Supervisory/Managerial)		
	Competency Description & Ratings	Requirement	Ability to organize one's own and others workload effectively, efficiently and interdependently; harnessing the energies and commitment of those they lead to achieve results within prescribed timeframes and ensuring optimal use of resources, scanning the environment for possible reinforcements
2	Prepares detailed action plans with activities, timelines, and specific assignments in consultation with members of the unit/office		
	Monitors the day-to-day work and activities of one's unit/workgroup to ensure effective coordination and completion of deliverables		
	Allocates and efficiently utilizes available resources to meet own and one's work group/ unit's objectives		
	Facilitates group/unit interactions to achieve objectives through regular meetings and other similar activities		
	Manages and resolves conflict and disagreements in a constructive and timely manner		
	3. PROBLEM-SOLVING AND DECISION-MAKING		
	Competency Description & Ratings	Requirement	Ability to identify and understand issues and consequently define the actual problem by comparing information from different sources, drawing conclusions, and developing appropriate solutions
2	Collects information from a variety of sources to better plan and address issues		
	Recognizes conflicting situations as they arise and thinks on their feet to determine appropriate responses		
	Assesses multiple factors to reach a clear view of key options and selects the best option at the time		
	Explains to unit members and stakeholders the risks and consequences of decisions made that can affect them		

4	Reviews initial candidate analysis/ comparative assessment forms		
	Analyzes staffing needs of different units to make quality recruitment and selection decisions		
	Reviews recruitment process and provides recommendations salient for particular group of applicants		
	Monitors the effectiveness of recruitment and selection process to suggest improvements		
	Reviews minutes of meeting and other documents for finalization		
5.2 HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT: PROFICIENCY: 2. Learning and Development (L&D)			
Competency Description & Ratings Requirement	Ability to effectively manage learning and development activities to improve employee performance within an organization		
4	Analyzes competency gaps to plan appropriate learning and development interventions		
	Designs/Develops L&D interventions/ plans/ modules based on findings from learning needs analysis		
	Endorses external learning and development providers and recommends scholarship opportunities to employees		
	Delivers lectures for regular L&D programs (on the shelf modules)		
	Identifies possible content and process adjustments during actual conduct		
	Reviews and updates design of L&D interventions/ plans/ modules based on the results of the evaluation		
	Monitors developments on employee performance based on participation in L&D activities to identify high-performers		
5.3 HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT: PROFICIENCY: 3. Performance Management			
Competency Description & Ratings Requirement	Ability to effectively manage employee performance management systems ensuring alignment to office and organizational goals		
4	Liaises with external contacts regarding updates on forms, templates, and requirements for performance management		
	Monitors developments on employee performance to help identify employees due for promotion or selection to another position		
	Studies cases and recommends appropriate sanctions for non-compliance		
	Monitors/ Analyzes data from completed forms, templates, and other requirements to indicate relationships and trends		
	Prepares implementation reports, ensuring all personnel have complied with prescribed guidelines		
5.4 HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT: PROFICIENCY: 4. Employee Welfare and Benefits Administration			
Competency Description & Ratings Requirement	Ability to design, implement and evaluate activities and programs that aim to improve the overall wellness and job satisfaction of employees		
4	Organizes information awareness campaign on benefits, compensation and wellness programs		
	Monitors the effectiveness of employee wellness programs related to job satisfaction and employee productivity		
	Identifies and suggests ways to make the welfare and benefits administration process more efficient		
	Reviews documents prepared for different employee welfare and benefits programs		
5.5 ADMINISTRATIVE SERVICES PROFICIENCY (AS) Proficiency: Cash Management			
Competency Description & Ratings Requirement	Ability to accurately perform a variety financial/mathematical computations and process financial transactions		
4	Recommends appropriate actions to address discrepancies in financial information and aid management of finances in the organization		
	Acts as resource person on discussions related on finance or accounting		
	Ensures that financial processes and procedures are in place and cascaded for employees to follow		
5.6 ADMINISTRATIVE SERVICES PROFICIENCY (AS) Proficiency: Property Management			
Competency Description & Ratings Requirement	Ability to effectively manage the acquisition, responsibility, maintenance, utilization and disposal of properties, assets, and equipment within the organization		

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Noted By	DONALD A. SERONAY Asst. Regional Director	Regional QMR
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Approved By	LILIBETH A. FAMACION, CESO III Regional Director	Top Management
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4	Promotes/Communicates across units/offices the different processes and activities related to effective maintenance of properties and assets	Supports systems/Secures resources for the effective monitoring of use, operations, control, repair, and over all maintenance of properties and assets		
5.7 ADMINISTRATIVE SERVICES PROFICIENCY (AS) Proficiency: Procurement				
Requirement	Ability to secure the acquisition of supplies/goods, services, or works from external providers at the best possible cost within a given period of time			
4	Provides guidance to members of bids and awards committee, advisory boards, and other recommendatory bodies when evaluating offers and awarding and negotiating bids			
	Ensures that systems are in place for promoting transparency and accountability in implementing procurement processes			
Competency Description & Ratings	Ability to coordinate the timely dispatch and maintenance of vehicles assigned to the organization			
4	Identifies common causes of delays in dispatch schedules and proposes ways to avoid such delays	Creates regular maintenance schedules of vehicles	Makes recommendations regarding vehicle maintenance based on services provided by vehicle maintenance and repair suppliers	
5.9 FINANCIAL MANAGEMENT PROFICIENCY (FMS) Proficiency: Budget				
Requirement	Ability to effectively manage the budget process from preparation, authorization, execution to reporting			
4	Finalizes and approves consolidated budget for presentation/discussion with Top Management			
	Provides assistance to Top Management in discussing Department budget during budget hearings in Congress			
	Reviews and approves requests for payment			
	Exercises accountability for processing of budget and all related transactions			
	Reviews and finalizes consolidated financial reports for packaging and presentation to Top Management			
Competency Description & Ratings	5.10 FINANCIAL MANAGEMENT PROFICIENCY (FMS) Proficiency: Management			
Requirement	Ability to monitor and analyze information related to organizational functions, systems, and procedures to provide recommendations for improvement			
4	Supervises monitoring of fund utilization, implementation of programs, and delivery of outputs			
	Monitors implementation of austerity measures (effective consumption of resources)			
	Serves as resource person on addressing issues and concerns related to fund utilization			
	Reviews and finalizes proposals for systems development and improvement to be presented to Top Management			
	Supervises implementation of systems improvement initiatives			
	Serves as resource person on topics related to organizational systems and processes			
AVERAGE				
SUM				
#DIV/0!	0	#DIV/0!	0	#DIV/0!



Competency Assessment: LG00 2 - 3 POSITIONS (SG 13-15)

Instructions: For each item, rate the personnel from 0-4 as indicated in each competency name and description, how much you think the

RATEE exhibits the indicated behavior using the following scale:
[0] N/A
[1] BASIC
[2] INTERMEDIATE
[3] ADVANCED
[4] EXPERT

- does not apply or is not required to demonstrate the competency
- limited to own tasks and usually requires supervision and further training, competency is at a level where specific procedures are observed
- Generally confined in own set of tasks, but has tasks that require working with others, with some activities not necessarily covered by procedures
- Covers/integrates work groups, multiple tasks, diverse work units, varied situations
- Involves work of different units, operational systems and processes in a dynamic environment

CORE COMPETENCIES			
Employee 1			
1. COMMITMENT TO ETHICAL SERVICE AND GOOD GOVERNANCE			
Competency Description & Ratings Requirement	2	Self	Supervisor
Ability to demonstrate a strong desire to promote good governance and establish positive organizational image by following the civil servants' code of conduct and modeling professional ethics and values as transparency, accountability, participation, and effectiveness			
2	Consistently adheres to the civil servants' code of conduct and the values the Department stands for namely: transparency, accountability, participation and effectiveness		
	Inhibits oneself from being in a situation where there might be a conflict of interest and/or one's character will be subject to suspicion		
	Remains positive and keeps emotions under control in high pressure situations as when one's work or the projects and programs of the unit/ Department is being evaluated		
	Initiates correspondence with customers to determine their satisfaction with the services received and enacts ways to right away improve service delivery		
	Updates customers on the status of their requests, and of any policy or process changes that might affect delivery of the services they need		
Competency Description & Ratings Requirement	2		
Ability to identify and respond to current and future, internal and external customers' needs, delivering high quality (efficient and effective) services that meet their needs			
2. CUSTOMER-FOCUS			
Competency Description & Ratings Requirement	2		
Ability to effectively manage one's time and resources to complete tasks even in challenging situations; thinking out of the box, considering others' feedback, and taking accountability for final results			
2	Completes challenging tasks and duties even without constant supervision; Exhausts different ways to accomplish one's goals despite setbacks and failures		
	Follows through on tasks to ensure completion and maximize one's performance		
	Looks for and suggests more creative ways of delivering outputs to improve current ways of working (creativity); Measures and benchmarks against external environment to adopt best practices		
	Adapts to new or different situations effectively amidst continuous change and fast pace of work		
	Implements ways/systems to more effectively utilize and share resources and assets		
4. ORGANIZATIONAL SENSITIVITY			
Competency Description & Ratings Requirement	2		
Ability to understand the organization's mandate, structure, and culture, along with major policies, legislations, and resources which influence its operations			
2	Demonstrates understanding [can explain] the mandate of one's own unit, and how one's own work contributes to the fulfillment of that mandate; Utilizes formal structures, rules, and processes to accomplish work as prescribed in the policies, procedures and guidelines; Recognizes organizational culture and practices that affect work processes		

Employee 1	Charts the relationships of the different stakeholders to each another as guide on how they influence the delivery of mandate		
	Informs and constantly updates oneself on policies and legislations that affect operations at the local government unit level		
	FUNCTIONAL COMPETENCIES		
1. EFFECTIVE COMMUNICATION			
Competency Description & Ratings Requirement	Ability to understand technical/ professional information and skillfully process and utilize them in oral and written forms of communication, using the medium appropriate for target audience		
1	Uses current and relevant information when communicating with customers and stakeholders (local government units, funders, CSOs, media, etc.) ; Identifies sources and references of information for written documents and presentations		
	Organizes an outline or a summary of important points to guide actual writing or preparation of presentation; Keeps written and/or presentation materials concise and relevant; Checks documents and presentations for correct grammar		
	Expresses ideas clearly and effectively when communicating with customers and stakeholders; Uses appropriate non-verbal communication (eye contact, gestures, posture); Catches and audience's attention when making presentations during meetings, events, and program activities		
	Identifies targeted stakeholders and studies their personalities and the messages that need to be relayed to them		
	Makes a professional first impression/positive image by dressing appropriately and speaking confidently when interacting with targeted stakeholders		
Competency Description & Ratings Requirement	Ability to establish trust, rapport, and credibility with key customers and stakeholders in order to transform key messages and ideas into productive action and secure support for the actual implementation of programs		
2. INFLUENCE			
Competency Description & Ratings Requirement	Ability to manage accessible and functional systems which facilitate the gathering, developing, and sharing of knowledge and information across the organization to aid the actions and decision making of stakeholders		
1	Collects and consolidates information (from researches, regular forms, and reports) useful for the implementation of programs and delivery of services		
	Encodes/deposits information according to pre-set categories and current systems in place; Uses IT based tools in arranging and managing information for stakeholders to access and use		
	Retrieves information from database to provide to stakeholders in a timely manner; Verifies the accuracy of data before they are transmitted to stakeholders		
	Complies with the Department's policies and standards pertaining to information and knowledge management		
	Ability to develop, evaluate, and determine policies which can influence stakeholders, effectively facilitate the implementation of projects and programs, and help achieve identified goals		
Competency Description & Ratings Requirement	1	Displays sufficient knowledge on how Department related policies are formed; Performs basic research on issues and topics that can serve as inputs on the development of policies	
1	Follows established policies and guidelines in implementing local government related programs		
	Completes necessary reporting forms to aid monitoring and evaluation of policy implementation		
	5. PROGRAM DEVELOPMENT AND MANAGEMENT		
Competency Description & Ratings Requirement	Ability to employ a strategic project-approach, carefully planning and organizing activities within a set timeframe and funding, managing risks and considerations, to achieve specific or deliverables and effectively perform the mandate/function of the different units		
Competency Description & Ratings Requirement	Explains/ Understands the rationale/background leading to the objectives of the activity/project or program being developed		
	Performs activity/project or program related tasks effectively, producing related outputs in a timely manner		

FUNCTIONAL COMPETENCIES			
1. CRITICAL AND ANALYTICAL THINKING			
Competency Description & Ratings Requirement	Ability to interpret, link, and process information in order to understand issues and identify alternative solutions		
4	<i>Develops a framework for understanding information based on further evaluation of patterns and trends</i>		
	<i>Adopts a systems perspective in assessing issues when setting direction or reaching conclusions</i>		
	<i>Recommends steps and strategies in completing complex tasks</i>		
2. COLLABORATION / WORKING WITH OTHERS			
Competency Description & Ratings Requirement	Ability to contribute to the delivery of the outputs in a group environment through positive communication, interaction, and cooperation with teammates and colleagues		
4	<i>Shares work processes/ resource-sharing mechanisms with team/ group mates</i>		
	<i>Offers suggestions in improving work approaches assigned to achieving the targets and objectives of the team/ group</i>		
	<i>Facilitates the possibility of collaborations happening in and between individuals and groups to achieve mutual beneficial results and meet shared objectives</i>		
	<i>Suggests avenues for regular interaction and dialogue with other individuals and work groups</i>		
3. PROCESS ORIENTATION			
Competency Description & Ratings Requirement	Ability to effectively work within structures, following step by step processes and procedures and taking note of even minor details		
4	<i>Designs a standard of performing the task to ensure that all details are checked and repeated mistakes are avoided</i>		
	<i>Devises innovative ways in performing the tasks to ensure errors are minimized or totally eradicated (find the best way/ ease & efficiency)</i>		
	<i>Recommends/ Endorses changes in organizational policies, procedures, and security measures for top management consideration</i>		
	<i>Recommends/ Endorses changes in organizational policies, procedures, and security measures for top management consideration</i>		
4. INFORMATION / DATA / RECORDS MANAGEMENT			
Competency Description & Ratings Requirement	Ability to organize, maintain, retrieve and ensure the proper use and disposition of records and office documents		
4	<i>Designs a management system for all common and useful information/ data/ records (i.e., directory of service providers, personnel records, old and updated versions of documents, etc.)</i>		
	<i>Establishes an efficient system to properly record, organize and maintain the electronic and non-electronic records of the office</i>		
	<i>Recommends ways to improve the office's organization and disposition of documents and records</i>		
5. ADMINISTRATIVE / SUPPORT SERVICES PROFICIENCY			
Competency Description & Ratings Requirement	Ability to demonstrate depth of knowledge and skills related to different administrative services needed to effectively run day-to-day organizational operations		
4	<i>Serves as resource person to help others address professional and technical problems or issues</i>		
	<i>Confidently addresses questions on the basis for programs and services implemented</i>		
	<i>Publicly supports IT based systems which can improve established ways of operating and anticipates possible changes during a transition period</i>		
5.1 HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT: PROFICIENCY: 1. Recruitment			
Competency Description & Ratings Requirement	Ability to effectively manage the process of attracting, selecting, and appointing most qualified candidates for jobs within an organization		
	<i>Assesses classification of positions, changes in the structure of the organization, trends in placement and attrition, and other considerations in preparing the recruitment plan</i>		

Employee 1			
1	Gathers information to understand the probability of success and consequence of failure (risks) in implementing a activity/project or program		
	Collects and collates reports following monitoring and evaluation systems; Uses IT based monitoring tools in updating activity/project and program related documentation		
	Provides ongoing activity/project and program updates on a regular basis		
6. RELATIONSHIP BUILDING			
Competency Description & Ratings Requirement	Ability to develop partners/network of partners and actively maintain good relationships with internal and external stakeholders to establish strategic advantages and meet mutual goals		
	Builds a wide range of contacts through informal interaction such as unstructured or spontaneous talk on work related topics; Participates in networking and social events internal and external to the organization		
1	Coordinates tasks and activities with internal and external stakeholders crucial to the attainment of expected outcomes		
	Speaks positively of customers and stakeholders; Shows personal interest in the issues and experiences of customers and stakeholders		
7. TECHNICAL PROFICIENCY; FIELD EXPERTISE			
Competency Description & Ratings Requirement	Ability to demonstrate depth of knowledge and skills that is unique to one's field of work		
	Explains the functions, projects/programs, and services to customers and stakeholders; Discusses the necessary procedures and guidelines in the implementation of programs and services		
1	Recognizes the technical components (LGU context/ theme/area-specific requirements) of the job; Uses and understands the technical language of the job; Applies appropriate technical knowledge and related		
	Demonstrates willingness to try IT based or technology assisted approaches to complete tasks		
AVERAGE		#DIV/0!	#DIV/0!
SUM		0	0

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Regional QMR	

Approved By	LILIBETH A. FAMACION, CESO III Regional Director
Top Management	



Competency Assessment: LGOO 4 - 5 POSITIONS (SG 18-20)

Instructions:

For each item, rate the personnel from 0-4 as indicated in each competency name and description, how much you think the RATEE exhibits the indicated behavior using the following scale:

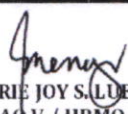
- [0] N/A - does not apply or is not required to demonstrate the competency
 [1] BASIC - limited to own tasks and usually requires supervision and further training, competency is at a level where specific procedures are observed
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 [3] ADVANCED - Covers/integrates work groups, multiple tasks, diverse work units, varied situations
 [4] EXPERT - Involves work of different units, operational systems and processes in a dynamic environment

CORE COMPETENCIES		Employee 1	
1. COMMITMENT TO ETHICAL SERVICE AND GOOD GOVERNANCE		Self	Supervisor
Competency Description & Ratings Requirement	Ability to demonstrate a strong desire to promote good governance and establish positive organizational image by following the civil servants' code of conduct and modeling professional ethics and values as transparency, accountability, participation, and effectiveness		
3	Implements processes and structures which ensure adherence to civil servants' code of conduct and the values of the Department		
	Holds self and/or work unit accountable for one's/groups' actions and behaviors; Crafts policies and develops practices which reinforce the Code of Ethics, and reduce red tape, graft and corruption		
	Assesses and establishes ways on how the work or the work of the unit/Department can be better communicated and understood by customers and stakeholders		
2. CUSTOMER-FOCUS		Self	Supervisor
Competency Description & Ratings Requirement	Ability to identify and respond to current and future, internal and external customers' needs, delivering high quality (efficient and effective) services that meet their needs		
3	Represents the needs of customers and stakeholders and advocates their interest and satisfaction to decision makers		
	Designs and implements formal feedback mechanisms for customers to communicate their specific needs; Reviews systems and processes by which services are delivered to customers for enhancement and greater service efficiency		
	Designs and implements service standards with indicators for measurement to deliver value adding services and programs		
3. ENSURING EXCELLENT RESULTS		Self	Supervisor
Competency Description	Ability to effectively manage one's time and resources to complete tasks even in challenging situations; thinking out of the box, considering others' feedback, and taking accountability for final results		
3	Develops action plans with specific performance measures and adjusts them accordingly to ensure desired outcomes; Prioritizes key initiatives for the workgroup/unit so that multiple goals can be achieved simultaneously		
	Organizes workgroup/unit to achieve goals that are a definite stretch but not unrealistic or impossible		
	Keeps abreast of trends for possible new approaches, systems, structures or methods which can respond to changing times and contexts of customers and stakeholders (thinking out of the box); Encourages innovative efforts that positively contribute to improved work processes		
	Helps others/ workgroup/ unit accomplish their own goals despite high-pressure or high-stress situations; Ensures that good working relationships continue even in stressful situations		
	Anticipates and plans for possible delays or complications that will lead to waste of resources		
4. ORGANIZATIONAL SENSITIVITY		Self	Supervisor
Competency Description & Ratings Requirement	Ability to understand the organization's mandate, structure, and culture, along with major policies, legislations, and resources which influence its operations		

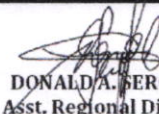
3	Maps out the workflow across different units of the Department, and explains how one's work feeds into the work of other units		
	-Processes issues and concerns of staff to guide them in understanding the importance of completing their work		
	- Recognizes unspoken organizational limitations – What is and is not possible at certain times or in certain positions		
	Involves stakeholders in making decisions that may impact the way they operate		
FUNCTIONAL COMPETENCIES			
1. EFFECTIVE COMMUNICATION			
Competency Description & Ratings Requirement	Ability to understand technical/ professional information and skillfully process and utilize them in oral and written forms of communication, using the medium appropriate for target audience		
2	Thinks through what has to be communicated (idea or message) to organize thoughts and ideas effectively		
	-Presents current and relevant information in a way that would support message, conclusions, and recommendations being communicated		
	Adjusts content and style of documents and presentations according to the subject matter and purpose		
	-Translates highly technical information into simple terms to facilitate understanding of target readers/audience		
	-Uses graphics and other aids to clarify complex or technical information		
	Explains complex ideas in a step-by-step manner/logical sequence to facilitate ease of understanding		
	-Asks open-ended questions that encourages others to give their points of view and clarifies the message being delivered		
2. INFLUENCE			
Competency Description & Ratings Requirement	Ability to establish trust, rapport, and credibility with key customers and stakeholders in order to transform key messages and ideas into productive action and secure support for the actual implementation of programs		
2	Plans how to highlight the advantages and benefits of programs and services and compelling arguments in support of messages and positions when relating to stakeholders		
	Actively promotes the programs and services of the Department to different stakeholders		
	-Uses direct persuasion to convince and/or gain agreement from stakeholders on an idea or specific course of action		
	Recognizes stakeholders' unexpressed motives when making a case for the programs of the Department		
3. MANAGING KNOWLEDGE AND INFORMATION			
Competency Description & Ratings Requirement	Ability to manage accessible and functional systems which facilitate the gathering, developing, and sharing of knowledge and information across the organization to aid the actions and decision making of stakeholders		
2	Identifies and gathers additional information which might not be readily available but are crucial in ensuring deliverables and achieving specific outcomes		
	Organizes information in a way that would be most useful in delivering specific activities and results		
	-Regularly checks and updates stored information (files, records, documentation, etc.) for accuracy and relevance		
	Uses available information to support program implementation and delivery of services		
	-Utilizes available information to create knowledge products and materials relevant to the Department		
	Effectively applies existing information and knowledge management practices or processes to new work situations that result in higher quality outputs		
4. POLICY RESEARCH AND ANALYSIS			

Competency Description & Ratings Requirement	Ability to develop, evaluate, and determine policies which can influence stakeholders, effectively facilitate the implementation of projects and programs, and help achieve identified goals		
2	<i>Prepares feasibility studies and proposals on policies which can support local government related programs</i>		
	<i>Implements established policies based on a thorough knowledge and understanding of local government units and the programs of the Department (understanding of context)</i>		
	<i>Solicits feedback from program implementers and key stakeholders regarding policies being implemented</i>		
	<i>-Assesses effectiveness of implemented policies based on program monitoring and evaluation information</i>		
5. PROGRAM DEVELOPMENT AND MANAGEMENT			
Competency Description & Ratings Requirement	Ability to employ a strategic project-approach, carefully planning and organizing activities within a set timeframe and funding, managing risks and considerations, to achieve specific of deliverables and effectively perform the mandate/function of the different units		
2	<i>Drafts activity designs and project and program proposals, accurately anticipating resources required (time, budget, manpower) to achieve objectives and desired results</i>		
	<i>Works to ensure activity/project or program milestones are met or exceeded following implementation plan</i>		
	<i>Develops a contingency plan by anticipating the most likely risks to be encountered for a activity/project or program and implements contingency actions when need arises</i>		
	<i>Monitors milestones and progress in line with activity project and program implementation plan</i>		
	<i>Modifies implementation plans as appropriate and communicates changes to team members and stakeholders to ensure activity/ project or program is not derailed</i>		
6. RELATIONSHIP BUILDING			
Competency Description & Ratings Requirement	Ability to develop partners/network of partners and actively maintain good relationships with internal and external stakeholders to establish strategic advantages and meet mutual goals		
2	<i>Develops relationships with customers and stakeholders with the intent of achieving delivery of relevant services and effective program implementation</i>		
	<i>Maintains productive and harmonious working relationships with a variety of individuals or groups</i>		
	<i>-Takes time to learn about internal and external stakeholders and understand their ways of working</i>		
	<i>Approaches issues or disagreements with the objective of reaching win/win solutions</i>		
	<i>-Uses understanding of different interests and agendas to address conflict in a positive and open manner</i>		
7. TECHNICAL PROFICIENCY; FIELD EXPERTISE			
Competency Description & Ratings Requirement	Ability to demonstrate depth of knowledge and skills that is unique to one's field of work		
2	<i>-Plots implementable actions to ensure delivery of outputs</i>		
	<i>-Identifies appropriate methods and tools in performing tasks</i>		
	<i>-Adjusts to the context of the (including set-up, personalities, culture,) in doing work</i>		
	<i>-Uses technical knowledge or skills not easily or quickly learned on the job</i>		
	<i>-Accomplishes complex tasks without asking for guidance or instruction/</i>		
	<i>-Adapts the use of IT based tools or technology assisted programs to deliver outputs more efficiently</i>		
	<i>-Invests time and effort in learning new technological systems and techniques to enhance work</i>		
		SUM	0
		AVERAGE	#DIV/0!
			#DIV/0!

Prepared By


MARIE JOY S. LUENGAS
 AO V / HRMO III
 Process Owner

Noted By


DONALD A. GERONAY
 Asst. Regional Director
 Regional QMR

Approved By


LILIBETH A. FAMACION, CESO III
 Regional Director
 Top Management



Competency Assessment: LGOO 6 - 7 POSITIONS (SG 22-24)

Instructions:

For each item, rate the personnel from 0-4 as indicated in each competency name and description, how much you think the RATEE exhibits the indicated behavior using the following scale:

- [0] N/A - does not apply or is not required to demonstrate the competency
 [1] BASIC - limited to own tasks and usually requires supervision and further training, competency is at a level where specific procedures are observed
 [2] INTERMEDIATE - Generally confined in own set of tasks, but has tasks that require working with others, with some activities not necessarily covered by procedures
 [3] ADVANCED - Covers/integrates work groups, multiple tasks, diverse work units, varied situations
 [4] EXPERT - Involves work of different units, operational systems and processes in a dynamic environment

CORE COMPETENCIES		Employee 1	
1. COMMITMENT TO ETHICAL SERVICE AND GOOD GOVERNANCE			
Competency Description & Ratings Requirement	Ability to demonstrate a strong desire to promote good governance and establish positive organizational image by following the civil servants' code of conduct and modeling professional ethics and values as transparency, accountability, participation, and effectiveness	Self	Supervisor
3	Implements processes and structures which ensure adherence to civil servants' code of conduct and the values of the Department		
	Holds self and/or work unit accountable for one's/groups' actions and behaviors; Crafts policies and develops practices which reinforce the Code of Ethics, and reduce red tape, graft and corruption		
	Assesses and establishes ways on how the work or the work of the unit/Department can be better communicated and understood by customers and stakeholders		
2. CUSTOMER-FOCUS			
Competency Description & Ratings Requirement	Ability to identify and respond to current and future, internal and external customers' needs, delivering high quality (efficient and effective) services that meet their needs		
3	Represents the needs of customers and stakeholders and advocates their interest and satisfaction to decision makers		
	Designs and implements formal feedback mechanisms for customers to communicate their specific needs; Reviews systems and processes by which services are delivered to customers for enhancement and greater service efficiency		
	Designs and implements service standards with indicators for measurement to deliver value adding services and programs		
3. ENSURING EXCELLENT RESULTS			
Competency Description	Ability to effectively manage one's time and resources to complete tasks even in challenging situations; thinking out of the box, considering others' feedback, and taking accountability for final results		
3	Develops action plans with specific performance measures and adjusts them accordingly to ensure desired outcomes; Prioritizes key initiatives for the workgroup/unit so that multiple goals can be achieved simultaneously		
	Organizes workgroup/unit to achieve goals that are a definite stretch but not unrealistic or impossible		
	Keeps abreast of trends for possible new approaches, systems, structures or methods which can respond to changing times and contexts of customers and stakeholders (thinking out of the box); Encourages innovative efforts that positively contribute to improved work processes		
	Helps others/ workgroup/ unit accomplish their own goals despite high-pressure or high-stress situations; Ensures that good working relationships continue even in stressful situations		
	Anticipates and plans for possible delays or complications that will lead to waste of resources		
4. ORGANIZATIONAL SENSITIVITY			

Competency	3	<p>Ability to understand the organization's mandate, structure, and culture, along with major policies, legislations, and resources which influence its operations</p> <p>-Maps out the workflow across different units of the Department, and explains how one's work feeds into the work of other units</p> <p>-Processes issues and concerns of staff to guide them in understanding the importance of completing their work</p> <p>-Recognizes unspoken organizational limitations – What is and is not possible at certain times or in certain positions</p> <p>Involves stakeholders in making decisions that may impact the way they operate</p> <p>Identifies common issues encountered by local government units and explains how one's work contributes to the resolution of said issues</p>		
FUNCTIONAL COMPETENCIES				
1. EFFECTIVE COMMUNICATION				
Competency	3	<p>Ability to understand technical/ professional information and skillfully process and utilize them in oral and written forms of communication, using the medium appropriate for target audience</p> <p>Reviews other people's work, staff and peers and provides recommendations on the kind of information necessary to support specific messages</p> <p>-Adjusts words and format of presentation and/or written document to achieve desired results</p> <p>-Refers previous documents and presentations produced to decide on more effective ways of writing and/or presenting</p> <p>-Adapts means and ways of communication to the context of customers and stakeholders from a variety of social, economic, and cultural backgrounds</p> <p>-Actively listens and puts one's self in the other's position to gain a better understanding of how customers and stakeholders are responding to message delivery</p>		
Requirement				
Competency	3	<p>Ability to establish trust, rapport, and credibility with key customers and stakeholders in order to transform key messages and ideas into productive action and secure support for the actual implementation of programs</p> <p>Anticipates possible reactions of stakeholders on messages and arguments presented and prepares for how they will be addressed</p> <p>Demonstrates flexibility in dealing with personal styles/differences and makes necessary adjustments based on impact of initial action on stakeholders</p> <p>Develops subtle strategies to persuade stakeholders particularly in sensitive or high-pressure situations</p>		
2. INFLUENCE				
Competency	3	<p>Ability to manage accessible and functional systems which facilitate the gathering, developing, and sharing of knowledge and information across the organization to aid the actions and decision making of stakeholders</p> <p>Designs processes and systems which can facilitate the collection of information coming from many different sources</p> <p>-Creates a system for organizing information that would be accessible to stakeholders</p> <p>-Seeks out new technologies that may be used by the Department to streamline its information management processes</p> <p>-Analyzes available information to establish patterns and trends in program implementation and service delivery as basis for process and systems improvement</p> <p>-Refers to stored and managed information when making recommendations and decisions</p> <p>Ensures that one's assigned unit follows a unified information and knowledge management process</p>		
3. MANAGING KNOWLEDGE AND INFORMATION				
Requirement				
Requirement				

4. POLICY RESEARCH AND ANALYSIS			
Competency Description & Ratings Requirement	Ability to develop, evaluate, and determine policies which can influence stakeholders, effectively facilitate the implementation of projects and programs, and help achieve identified goals		
3	<i>Reviews researches and studies to assess which policies might be most effective and the specific areas of work/ local government context they would be most relevant</i>		
	<i>Assesses local government activities and recommends proper courses of action/ provides advice to stakeholders based on established policies</i>		
	<i>Creates monitoring and evaluation frameworks for effective policy implementation incorporating standards, risk management, and impact analysis</i>		
5. PROGRAM DEVELOPMENT AND MANAGEMENT			
Competency Description & Ratings Requirement	Ability to employ a strategic project-approach, carefully planning and organizing activities within a set timeframe and funding, managing risks and considerations, to achieve specific of deliverables and effectively perform the mandate/function of the different units		
3	<i>-Reviews activity designs/ project and program proposals and develops feasible work plans [program of work] and implementation strategy given anticipated available resources</i>		
	<i>-Builds agreement among activity/project or program team members for milestones, resource requirements, timelines and measures of success</i>		
	<i>Provides guidance on activity/project or program related technical concerns, ensuring resources are optimized in the delivery of results</i>		
	<i>Decides on appropriate course of action to be taken to mitigate risk impact on activity/project or program implementation</i>		
	<i>-Analyzes and evaluates reports to support changes in plans and frameworks that would ensure effectiveness and impact of the activity/project/program</i>		
	<i>-Establishes monitoring and evaluation policies and procedures promoting use of IT based tools</i>		
	<i>Consistently communicates information/ monitoring and evaluation results of activity/project or program to team members and stakeholders</i>		
6. RELATIONSHIP BUILDING			
Competency Description & Ratings Requirement	Ability to develop partners/network of partners and actively maintain good relationships with internal and external stakeholders to establish strategic advantages and meet mutual goals		
3	<i>-Makes a conscious effort to have informal or casual contact with customers, stakeholders, staff, and colleagues</i>		
	<i>-Facilitates interactions through regular meetings and other similar activities</i>		
	<i>-Determines shared or common ground to ensure effectively working towards of mutually-beneficial goals</i>		
	<i>-Establishes practices which foster collaboration with stakeholders</i>		
	<i>-Uses network to identify opportunities and gather market intelligence</i>		
	<i>-Manages difficult and complex interpersonal relationships effectively</i>		
	<i>-Redirects others when they begin to lose focus on the critical issues that needs to be resolved about work</i>		
7. TECHNICAL PROFICIENCY; FIELD EXPERTISE			
Competency Description & Ratings Requirement	Ability to demonstrate depth of knowledge and skills that is unique to one's field of work		
3	<i>-Liaises with internal and external stakeholders to level-off on implications of current/new or future programs and services</i>		
	<i>-Implements relevant laws, policies, rules and regulations for effective control and coordination</i>		
	<i>-Utilizes knowledge to distribute and monitor work within groups</i>		
	<i>-Keeps track of trends and developments in theory and practice of one's own area and effectively prepares for anticipated changes</i>		

-Streamlines work systems and finds appropriate solutions using available IT based tools or technology assisted programs		
	SUM	0
	AVERAGE	0
	# DIV/01	0
	# DIV/01	0

Prepared By	MARIE JOY S. LUENGAS ACV / HRMO III	Process Owner
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Noted By	DONALD M. SERONAY Asst. Regional Director	Regional QMR
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Approved By	LILIBETH A. FAMACION, CESO III Regional Director	Top Management
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Competency Assessment: THIRD LEVEL (SG 26-28) Positions

Instructions:

For each item, rate the personnel from 0-4 as indicated in each competency name and description, how much you think the RATEE exhibit following scale:

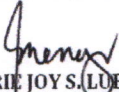
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|------------------|--|
| [0] N/A | - does not apply or is not required to demonstrate the competency |
| [1] BASIC | - limited to own tasks and usually requires supervision and further training, competency is at a level where speci |
| [2] INTERMEDIATE | - Generally confined in own set of tasks, but has tasks that require working with others, with some activities not r |
| [3] ADVANCED | - Covers/integrates work groups, multiple tasks, diverse work units, varied situations |
| [4] EXPERT | - Involves work of different units, operational systems and processes in a dynamic environment |

CORE COMPETENCIES		Employee 1	
1. COMMITMENT TO ETHICAL SERVICE AND GOOD GOVERNANCE			
Competency Description & Ratings Requirement	Ability to demonstrate a strong desire to promote good governance and establish positive organizational image by following the civil servants' code of conduct and modeling professional ethics and values as transparency, accountability, participation, and effectiveness	Self	Supervisor
4	Clearly communicates and models good governance and the values of the Department through one's leadership		
	-Champions a culture that rewards ethical and accountable governance, and penalizes those that do otherwise		
	-Identifies strategies for ensuring guidelines, policies, and processes for the implementation of programs are transparent and legal		
	Inspires members of the Department to continue championing of good governance and effective public service despite negative views and criticism from external environment		
2. CUSTOMER-FOCUS			
Competency Description & Ratings Requirement	Ability to identify and respond to current and future, internal and external customers' needs, delivering high quality (efficient and effective) services that meet their needs		
4	Creates an environment in which concern for the satisfaction of customers is a key priority		
	Prioritizes the importance of addressing internal and external customers' evolving needs in identifying strategic directions		
	Identifies strengths and weaknesses in service delivery, and potential opportunities and threats to meeting future customer needs		
3. ENSURING EXCELLENT RESULTS			
Competency Description	Ability to effectively manage one's time and resources to complete tasks even in challenging situations; thinking out of the box, considering others' feedback, and taking accountability for final results		
4	Presents the necessary details in operationalizing strategies and approaches to realize effective programs, responsive services, and other organizational outcomes		
	Provides leadership and strategic direction in the effective management of programs to achieve organizational outcomes		
	Generates and employs innovative approaches in developing new programs and services that will enhance organizational effectiveness		
	Advocates for structures and programs that promote employee well-being amidst a highly dynamic work environment		
	Monitors cost effectiveness at the agency level; employs financial metrics to assess optimum use of resources		
4. ORGANIZATIONAL SENSITIVITY			
Competency Description & Ratings Requirement	Ability to understand the organization's mandate, structure, and culture, along with major policies, legislations, and resources which influence its operations		
4	Designs new structures and systems that optimize the way work flows across the Department, and downward to local government units		
	-Anticipates issues, risks, challenges and outcomes and effectively operates to best position the Department		

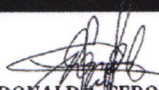
	<p>-Provides advice on communicating with/managing/addressing concerns of specific customers and stakeholders</p> <p>-Facilitates understanding of issues and delivery of messages within various stakeholders and alters own behavior to reflect an openness to do so</p>		
2. INFLUENCE			
Competency Description & Ratings Requirement	Ability to establish trust, rapport, and credibility with key customers and stakeholders in order to transform key messages and ideas into productive action and secure support for the actual implementation of programs		
4	Presents otherwise unpopular ideas or concepts in a manner that outlines and emphasizes the benefit to the concerned stakeholders		
	Invites experts or other relevant third parties to provide assistance in ensuring buy in and commitment from stakeholders		
	Deliberately uses personal authority/impact of presence to influence key decision makers and stakeholders		
3. MANAGING KNOWLEDGE AND INFORMATION			
Competency Description & Ratings Requirement	Ability to manage accessible and functional systems which facilitate the gathering, developing, and sharing of knowledge and information across the organization to aid the actions and decision making of stakeholders		
4	Installs process and systems improvement to ensure effective and efficient information collection		
	-Supports ways to improve how information is stored and organized within a database		
	-Keeps abreast of trends in information and knowledge management in both public and private sectors		
	Develops innovative programs and process improvements from analysis of available relevant information		
	Champions effective information and knowledge management within the Department		
4. POLICY RESEARCH AND ANALYSIS			
Competency Description & Ratings Requirement	Ability to develop, evaluate, and determine policies which can influence stakeholders, effectively facilitate the implementation of projects and programs, and help achieve identified goals		
4	Ensures that the most appropriate (feasibly most effective) policies are in place based on short and long term strategies of the Department and of local government units		
	Promotes adherence to established policies within Department and local government units		
	Establishes monitoring and evaluation systems to ensure alignment of policies with the current vision, mission, and goals of the Department and desired impact of programs on local government units		
5. PROGRAM DEVELOPMENT AND MANAGEMENT			
Competency Description & Ratings Requirement	Ability to employ a strategic project-approach, carefully planning and organizing activities within a set timeframe and funding, managing risks and considerations, to achieve specific of deliverables and effectively perform the mandate/function of the different units		
4	Directs the development of a long-term, overall program strategy in the field anchored on the Department's mandate and stakeholder needs		
	Scans external environment for potential resources and alternatives to help address barriers to effective activity/project or program implementation		
	Identifies strategies to avoid possible risks and mitigate risks that will affect implementation		
	Energizes and creates commitment among team members regarding project or program milestones and timelines		

6. RELATIONSHIP BUILDING			
Competency Description & Ratings Requirement	Ability to develop partners/network of partners and actively maintain good relationships with internal and external stakeholders to establish strategic advantages and meet mutual goals		
4	-Identifies potential partners who can champion initiatives in support of the goals of the Department		
	-Creates opportunities to meet potential partners and develop new alliances and formal networks		
	-Promotes a culture of collaborative working with dif		
	-Creates new opportunities to work together with stakeholders, paving the way for effective collaboration		
	-Mediates between opposing or conflicting parties (group members/stakeholders) and creates way to address conflict		
	-Distinguishes critical and non-critical conflicts to avoid unnecessary or unproductive confrontations		
7. TECHNICAL PROFICIENCY; FIELD EXPERTISE			
Competency Description & Ratings Requirement	Ability to demonstrate depth of knowledge and skills that is unique to one's field of work		
4	-Serves as resource person to help others address professional and technical problems or issues		
	-Confidently addresses questions on the basis for programs and services implemented		
	-Utilizes technical knowledge to oversee and monitor alignment of programs		
	-Proposes new strategies to improve ways of working within the technical field/area of expertise		
	Publicly supports IT based systems which can improve established ways of operating and anticipates possible changes during a transition period		
SUM		0	0
AVERAGE		#DIV/0!	#DIV/0!

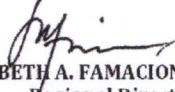
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DONALD A. SERONAY
 Asst. Regional Director
 Regional QMR

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LILIBETH A. FAMACION, CESO III
 Regional Director
 Top Management



Republic of the Philippines
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
REGIONAL OFFICE XIII (Caraga)

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P.	1.

Competency Assessment: NON-LGOO Positions

Instructions:

For each item, rate the personnel from 0-4 as indicated in each competency name and description, how much you think the RATEE exhibits the indic:

following scale:

- [0] N/A - does not apply or is not required to demonstrate the competency
- [1] BASIC - limited to own tasks and usually requires supervision and further training, competency is at a level where specific processes
- [2] INTERMEDIATE - Generally confined in own set of tasks, but has tasks that require working with others, with some activities not necessarily
- [3] ADVANCED - Covers/integrates work groups, multiple tasks, diverse work units, varied situations
- [4] EXPERT - Involves work of different units, operational systems and processes in a dynamic environment

CORE COMPETENCIES		
1. COMMITMENT TO ETHICAL SERVICE AND GOOD GOVERNANCE		
Employee 1		
Competency Description	Ability to demonstrate a strong desire to promote good governance and conduct and modeling professional ethics and values as transparency, accountability, participation, and effectiveness	Self
8. Ratings Requirement		Supervisor
2. CUSTOMER-FOCUS	Ability to identify and respond to current and future, internal and external customers' needs, delivering high quality (efficient and effective) services that meet their needs	
	Initiates correspondence with customers to determine their satisfaction with the services received and enacts ways to right away improve service delivery	
2	Updates customers on the status of their requests, and of any policy or process changes that might affect delivery of the services they need	
	Anticipates the needs of customers and delivers services beyond their immediate requests	
2	Works with customers to adapt services, programs, policies and procedures which will better fit their needs	
	3. ENSURING EXCELLENT RESULTS	
Competency Description	Ability to effectively manage one's time and resources to complete tasks even in challenging situations; thinking out of the box, considering others' feedback, and taking accountability for final results	
2	Completes challenging tasks and duties even without constant supervision	
	Exhausts different ways to accomplish one's goals despite setbacks and failures	
	Follows through on tasks to ensure completion and maximize one's performance	
	Looks for and suggests more creative ways of delivering outputs to improve current ways of working (creativity)	
	Measures and benchmarks against external environment to adopt best practices	
	Adapts to new or different situations effectively amidst continuous change and fast pace of work	
	Implements ways/systems to more effectively utilize and share resources and assets	

	Establishes systems through which the Department's stakeholders can communicate and collaborate more freely and more efficiently		
	Directs strategies to sustain long-term changes that enhance organizational structure and business processes of the Department		
LEADERSHIP COMPETENCIES			
1. DEVELOPING AND INSPIRING OTHERS			
Competency Description & Ratings Requirement	Ability to encourage the continuous learning and development of staff by collaborating with them in finding meaning in what they do and identifying strengths and areas for improvement to determine how they can leverage on these in doing their work		
3	Presents members of the workgroup/unit with opportunities to take on challenging assignments so as to acquire progressively higher levels of knowledge and skills		
	Employs a coaching and mentoring system that operates in an environment of trust and mutual desire for development in guiding others		
	Identifies key development areas within one's unit or bureau, and recommends the necessary next steps to address those		
	Discusses with members of work group/unit issues and decisions that will possibly affect the performance of the work group/unit		
	-Implements a formal rewards scheme linked to concrete performance standards and metrics for achieving planned outcomes		
2. PLANNING WORK AND MANAGING TEAMS (Supervisory/Managerial)			
Competency Description & Ratings Requirement	Ability to organize one's own and others workload effectively, efficiently and interdependently; harnessing the energies and commitment of those they lead to achieve results within prescribed timeframes and ensuring optimal use of resources, scanning the environment for possible reinforcements		
3	Specifies priorities and organizes work in order of importance in consultation and consideration of plans across different units/ offices		
	Observes alignment of functions, activities, tasks and outputs of different units working towards a common goal		
	Manages resources within the framework of short and long range budget plans		
	Encourages creative discussions and healthy exchange of differing ideas within groups/units to generate better results		
3. PROBLEM SOLVING AND DECISION MAKING			
Competency Description & Ratings Requirement	Ability to identify and understand issues and consequently define the actual problem by comparing information from different sources, drawing conclusions, and developing appropriate solutions		
3	Consults others in the decision making process, especially external stakeholders to ensure buy in and understanding of resulting decisions		
	Determines the true cause of an issue/problem before recommending a long-term/future solution; Recommends necessary changes in established policies, processes, procedures, to effectively implement a solution		
	Reviews decisions to consider impact on different areas and balance risks and implications across multiple issues		
FUNCTIONAL COMPETENCIES			
1. EFFECTIVE COMMUNICATION			
Competency Description & Ratings Requirement	Ability to understand technical/ professional information and skillfully process and utilize them in oral and written forms of communication, using the medium appropriate for target audience		
4	Promotes policies and processes which ensures use of relevant, accurate, and updated information in different forms of communication		
	-Shares tips and techniques for preparing documents and presentations with purpose and outcome in mind		
	-Supports the establishment of a style guide for formatting technical documents		

4. ORGANIZATIONAL SENSITIVITY		
Competency Description	Ability to understand the organization's mandate, structure, and culture, along with major policies, legislations, and resources which influence its operations	
2	Demonstrates understanding [can explain] the mandate of one's own unit, and how one's own work contributes to the fulfillment of that mandate	
	Utilizes formal structures, rules, and processes to accomplish work as prescribed in the policies, procedures and guidelines	
	Recognizes organizational culture and practices that affect work processes	
	Charts the relationships of the different stakeholders to each another as guide on how they influence the delivery of mandate	
1. CRITICAL AND ANALYTICAL THINKING		
Competency Description	Ability to interpret, link, and process information in order to understand issues and identify alternative solutions	
3	Identifies the results and possible consequences of using or interpreting available information in a specific manner	
	Determines issues or difficulties that may arise if data and information will be used and interpreted in a specific way	
	Identifies multiple relationships and disconnects in processes in order to identify options and reach conclusions	
	Identifies connections between situations that are not obviously related	
	Anticipates potential obstacles in performing complex tasks and develops to overcome them	
2. COLLABORATION / WORKING WITH OTHERS		
Competency Description	Ability to contribute to the delivery of the outputs in a group environment through positive communication, interaction, and cooperation with teammates and colleagues	
3	Adjusts work approaches based on norms agreed by the members of the team/group	
	Adjusts work roles to complement individual capacities and to ensure that every member of the work group can work with each other/ together as a team	
	Participates in cross-functional activities and other opportunities for collaboration on projects, programs and other areas of operation	
	Acts to understand and respond appropriately to the concerns of others	
	Actively listens to colleagues and places one's self to gain understanding of one's situation	
3. PROCESS ORIENTATION		
Competency Description	Ability to effectively work within structures, following step by step processes and procedures and taking note of even minor details	
3	Compares finished work/output to expected work/output following checklist of requirements/ standard processes and procedures	
	Seeks feedback regarding overlooked details to determine when and understand why errors are usually committed	
	Reviews work carefully for accuracy, following directions stated in process related documents and ensuring compliance to policies and relevant laws	
	Reviews and provide additional inputs on draft documents for the effective implementation of administrative services and programs (HRMD, Personnel, Accounting, Budget etc.)	
4. INFORMATION / DATA / RECORDS MANAGEMENT		
Competency Description	Ability to organize, maintain, retrieve and ensure the proper use and disposition of records and office documents	
& Ratings Requirement		
	-Plans the details (order/ classification/ functionalities/ interface) of a system which can help organize and facilitate access to information/ data/ records	

Prepared By	MARIE JOY S. LUENGAS AD V / HRMO III	Process Owner
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Noted By	DONALD A. SERONAY Asst. Regional Director	Regional QMR
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Approved By	LILIBETH A. FAMACION, CESO III Regional Director	Top Management
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3	2	Competency Description & Ratings Requirement	5. ADMINISTRATIVE / SUPPORT SERVICES PROFICIENCY			
			Ability to demonstrate depth of knowledge and skills related to different administrative services needed to effectively run day-to-day organizational operations			
			Plots implementable actions to ensure delivery of outputs			
			Uses appropriate methods and tools in performing tasks			
			Adapts the use of IT based tools or technology assisted programs to deliver outputs more efficiently			
			Invests time and effort in learning new technological systems and techniques to enhance work			
			6. TECHNICAL PROFICIENCY: Data Collection and Management			
			Ability to observe, monitor, collect, and record data. Assess the accuracy, validity, and integrity of data			
			Has detailed knowledge of data sources in their work area and working knowledge of other data sources in related areas			
			Has awareness of wider range of sources			
3	3	7. TECHNICAL PROFICIENCY: Data Analysis / Interpretation	Can identify and assess suitability of other data sources			
			Can develop or design or manage surveys and data collection			
			Can assess most appropriate way to store data			
			Can specify complex validation routines			
			Can carry out complex data manipulation			
			Has knowledge of wider range of software			
			Knowledge of statistical theory and applications. Ability to monitor and collect research data to assess accuracy, validity, and integrity. Ability to analyze statistics and other data. Ability to interpret and evaluate results and create			
			Applies statistical techniques to draw underlying assumptions and limitations			
			Can suggest or recommend the most suitable sources, analyses and research			
			Is aware of the potential contribution of other analytical groups and the skills and techniques at their disposal			
3	3	7. TECHNICAL PROFICIENCY: Data Analysis / Interpretation	Knows when to investigate outputs further and offers explanations			
			Validates analyses against external sources and research			
			SUM		0	0
			AVERAGE		#DIV/0!	#DIV/0!



DILG REGION XIII (CARAGA)

Name of Process Summary Logsheet (PSL)**Learning and Development**

QUALITY OBJECTIVE: 1. Ensure the implementation / conduct of L & D Interventions (as to prioritization or the most needed) for all personnel
2. Ensure participation of personnel to attend at least 1 training within the year

FREQUENCY OF MONITORING: SEMESTRAL

CURRENT PERIOD: _____

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FREQUENCY OF MONITORING: SEMESTRAL

CURRECNT PERIOD: _____

NO.	PARTICIPANTS				TITLE OF THE L& D INTERVENTION	DATE COMPLETED	EVALUATION		OBJECTIVE 2 RESULT			EFFECTIVENESS EVALUATION (after 3 mos.)					NOTES
	NAME	POSITION	NO. PARTICIPANTS (REGIONAL/ OFFICE ORDER)	ACTUAL			PLANNED DATE	ACTUAL DATE	MET	UNMET	REMARKS	REQUIRED LEVEL (based on competency dictionaries)	POST- L&D	RESULT		REMARKS	
														MET	GAP		
1																	
2																	
3																	
4																	
5																	
6																	
7																	
8																	
9																	
nth																0	
											TOTAL	0					0
											%						

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DILG-REGION XIII

LEARNING AND DEVELOPMENT DATABASE

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Rev. No.	Eff. Date	Page
00	01.01.18	1 of 1

FOR THE PERIOD: _____

FOR THE PERIOD: _____

NO.	POSITION	NAME	COMPETENCY AREA (REQUIRED)			COMPETENCY AREA (ACTUAL)			COMPETENCY GAP			TITLE OF L&D INTERVENTION / TRAINING ATTENDED	DATE OF TRAININGS	NO. OF HOURS	REGIONAL ORDER NO.	REMARKS
			CORE	LEADERSHIP	FUNCTIONAL	CORE	LEADERSHIP	FUNCTIONAL	CORE	LEADERSHIP	FUNCTIONAL					
Office																
1																
2																
3																
4																
5																
nth																
Office																
1																
2																
3																
4																
5																
nth																

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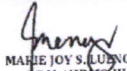
Approved By

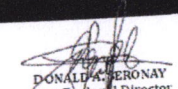
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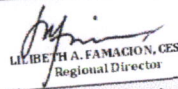


TARGET COMPETENCY	PROPOSED L&D INTERVENTION	PRIORITY COMPETENCY GAP <i>(pls check based on column D)</i>	LEARNING OBJECTIVE	DESIRED OUTCOME/S	TARGET NO. OF PAX	SCHEDULE						SCHEDULE						SCHEDULE						SCHEDULE						TOTAL		
						JANUARY	BUDGET ALLOCATION	FEBRUARY	BUDGET ALLOCATION	MARCH	BUDGET ALLOCATION	APRIL	BUDGET ALLOCATION	MAY	BUDGET ALLOCATION	JUNE	BUDGET ALLOCATION	JULY	BUDGET ALLOCATION	AUGUST	BUDGET ALLOCATION	SEPTEMBER	BUDGET ALLOCATION	OCTOBER	BUDGET ALLOCATION	NOVEMBER	BUDGET ALLOCATION	DECEMBER	BUDGET ALLOCATION			
CORE COMPETENCIES (DIGL COMPETENCY FRAMEWORK)																																
Commitment to Ethical Service and Good Governance																																
Customer Focus																																
Ensuring Excellent Results																																
Organizational Sensitivity																																
LEADERSHIP COMPETENCIES (For supervisory/managerial level positions in the 2nd Level as per CSC MC No. 5 s. 2016 and CESB-HURIS offerings)																																
Building Collaborative and and Inclusive Working Relationships																																
Managing Performance and Coaching Results																																
Leading Change																																
Thinking Strategically and Creatively																																
Creating and Nurturing High Performance Organization																																
Other Leadership L&Ds (encompassing)																																
Regular CES Trainings/Conferences																																
CES Executive Leadership Program																																
FUNCTIONAL COMPETENCIES FOR (DIGL COMPETENCY FRAMEWORK)																																
LGOOs																																
Effective Communication																																
Influence																																
Managing Knowledge and Information																																
Policy Research and Analysis																																
Program Development and Masagement																																
Relationship Building																																
Technical Proficiency																																
Non-LGOOs																																
Critical/Analytical Thinking																																
Collaboration / Working with Others																																
Process Orientation																																
Information/Data/Records Management																																
Effective Communication																																
Managing Knowledge and Information																																
Administrative / Support Services Proficiency																																
1. Human Resource Management / Development																																
• Recruitment																																

TARGET COMPETENCY	PROPOSED L&D INTERVENTION	PRIORITY COMPETENCY GAP <i>(pls check based on column D)</i>	LEARNING OBJECTIVE	DESIRED OUTCOME/S	TARGET NO. OF PAX	SCHEDULE					SCHEDULE					SCHEDULE					SCHEDULE					TOTAL	
						JANUARY	BUDGET ALLOCATION	FEBRUARY	BUDGET ALLOCATION	MARCH	BUDGET ALLOCATION	APRIL	BUDGET ALLOCATION	MAY	BUDGET ALLOCATION	JUNE	BUDGET ALLOCATION	JULY	BUDGET ALLOCATION	AUGUST	BUDGET ALLOCATION	SEPTEMBER	BUDGET ALLOCATION	OCTOBER	BUDGET ALLOCATION		NOVEMBER
• Employee Welfare and Benefits																											
• Learning and Development																											
• Performance Management																											
• Preparation for Retirement																											
• Other HRM/HRD-related L&D activities																											
2. General Services																											
• Property Management																											
• Procurement Management																											
• Motorpool Management																											
• Other General Services-related trainings																											
3. Financial Management																											
• Budget																											
• Accounting																											
• Cash Management																											
4. Planning																											
• Result-Based Monitoring and Evaluation																											
5. Legal																											
• Legal Service Proficiency																											
6. Information System and Technology Management Service																											
• Software Development and Maintenance																											
• Network Installation and Administration																											
• Equipment Installation and Maintenance																											
• Systems Analysis																											
• Other IT-related L&D																											
7. Other Formal L&D Interventions																											

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