



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
Preparation and Submission of Financial Accountability Reports (FAR1 & FAR1A)							
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-14-01	Process Summary Logsheet	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-14-02	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-QP-R13-LGCDD-16-02	Activity Design	10.16.17					
	Regional Order	10.16.17					
FM-QP-R13-LGCDD-16-04	Attendance Sheet	10.16.17					
FM-QP-R13-LGCDD-16-07	Learning & Development Pre- Training Evaluation (PTA)	10.16.17					
FM-QP-R13-LGCDD-16-08	Learning & Development Post- Training Evaluation (PTE)	10.16.17					
	Certificate of Participation	10.16.17					
FM-QP-R13-LGCDD-16-05	Certificate of Appearance	10.16.17					
FM-QP-R13-LGCDD-16-03	Activity Report	10.16.17					
FM-QP-R13-FAD-14-12	Post Training Evaluation Results Log Sheet	10.16.17					
FM-QP-R13-FAD-14-13	Post Training Evaluation Result Summary	10.16.17					

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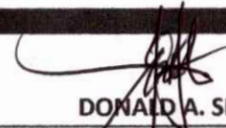
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MASTER LIST OF MAINTAINED DOCUMENTED INFORMATION (EXTERNAL)

DOCUMENT CODE		DOCUMENT TITLE	REVISION					
			00	01	02	03	04	05
Process Name								
		Individual Development Plan (IDP)						
		Professional Development Plan (PDP)						
		Consolidated Individual Development (IDP)/ Professional Development Plan (PDP)						

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Name of Division/FOU: PERSONNEL SECTION, FAD

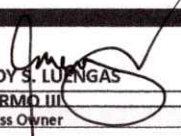
MASTERLIST OF RETAINED DOCUMENTED INFORMATION

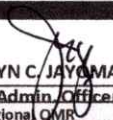
DOCUMENT CODE	DOCUMENT TITLE	CUSTODIAN	LOCATION	FILING SYSTEM		RETENTION PERIOD			DISPOSAL
				FOLDER	SCHEME	ACTIVE	STORAGE	TOTAL	
LEARNING & DEVELOPMENT									
QP-R13-FAD-14	Quality Procedure	PERSONNEL SECTION	Data Filer (Blue)	Folder w/ tabbing	Per Title	1 year	1 year	2 years	Shredding/ Re-use
QO-QP-R13-FAD-14	Quality Objective	PERSONNEL SECTION	Data Filer (Blue)	Folder w/ tabbing	Per Title	1 year	1 year	2 years	Shredding/ Re-use
QME-QP-R13-FAD-14	Quality Monitoring & Evaluation	PERSONNEL SECTION	Data Filer (Blue)	Folder w/ tabbing	Per Title	1 year	1 year	2 years	Shredding/ Re-use
FM-QP-R13-FAD-14-01A	Competency Assessment_Admin. (SG 1-9) Self & Supervisor Rating	PERSONNEL SECTION	Data Filer (Blue)	Folder w/ tabbing	Per Title	1 year	1 year	2 years	Shredding/ Re-use
FM-QP-R13-FAD-14-01B	Competency Assessment_Admin. (SG 10-17) Self & Supervisor Rating	PERSONNEL SECTION	Data Filer (Blue)	Folder w/ tabbing	Per Title	1 year	1 year	2 years	Shredding/ Re-use
FM-QP-R13-FAD-14-01C	Competency Assessment_Admin. (SG 18-25) Self & Supervisor Rating	PERSONNEL SECTION	Data Filer (Blue)	Folder w/ tabbing	Per Title	1 year	1 year	2 years	Shredding/ Re-use
FM-QP-R13-FAD-14-01D	Competency Assessment_LGOO 2-3 (SG 13-15) Self & Supervisor Rating	PERSONNEL SECTION	Data Filer (Blue)	Folder w/ tabbing	Per Title	1 year	1 year	2 years	Shredding/ Re-use
FM-QP-R13-FAD-14-01E	Competency Assessment_LGOO 4-5 (SG 18-20) Self & Supervisor Rating	PERSONNEL SECTION	Data Filer (Blue)	Folder w/ tabbing	Per Title	1 year	1 year	2 years	Shredding/ Re-use
FM-QP-R13-FAD-14-01F	Competency Assessment_LGOO 6-7 (SG 22-24) Self & Supervisor Rating	PERSONNEL SECTION	Data Filer (Blue)	Folder w/ tabbing	Per Title	1 year	1 year	2 years	Shredding/ Re-use
FM-QP-R13-FAD-14-01G	Competency Assessment_Third Level (SG 26-28) Self & Supervisor Rating	PERSONNEL SECTION	Data Filer (Blue)	Folder w/ tabbing	Per Title	1 year	1 year	2 years	Shredding/ Re-use
FM-QP-R13-FAD-14-01H	Competency Assessment_Non-LGOO Self & Supervisor Rating	PERSONNEL SECTION	Data Filer (Blue)	Folder w/ tabbing	Per Title	1 year	1 year	2 years	Shredding/ Re-use
FM-QP-R13-FAD-14-01	Learning and Development Summary Log Sheet	PERSONNEL SECTION	Data Filer (Blue)	Folder w/ tabbing	Per Title	1 year	1 year	2 years	Shredding/ Re-use
FM-QP-R13-FAD-14-02	Learning and Development Database	PERSONNEL SECTION	Data Filer (Blue)	Folder w/ tabbing	Per Title	1 year	1 year	2 years	Shredding/ Re-use
FM-QP-R13-FAD-14-03	Learning and Development Plan	PERSONNEL SECTION	Data Filer (Blue)	Folder w/ tabbing	Per Title	1 year	1 year	2 years	Shredding/ Re-use
FM-QP-R13-FAD-14-04	List of Learning & Development Intervention	PERSONNEL SECTION	Data Filer (Blue)	Folder w/ tabbing	Per Title	1 year	1 year	2 years	Shredding/ Re-use
FM-QP-R13-FAD-14-14	Learning and Development Monitoring Log Sheet	PERSONNEL SECTION	Data Filer (Blue)	Folder w/ tabbing	Per Title	1 year	1 year	2 years	Shredding/ Re-use
	Regional Order	PERSONNEL SECTION	Data Filer (Blue)	Folder w/ tabbing	Per Title & year	1 year	1 year	2 years	Shredding/ Re-use
	Certificate of Participation								
FM-QP-R13-FAD-14-12	Post Training Evaluation Results Log Sheet	PERSONNEL SECTION	Data Filer (Blue)	Folder w/ tabbing	Per Title	1 year	1 year	2 years	Shredding/ Re-use
FM-QP-R13-FAD-14-13	Post Training Evaluation Result Summary	PERSONNEL SECTION	Data Filer (Blue)	Folder w/ tabbing	Per Title	1 year	1 year	2 years	Shredding/ Re-use

Name of Division/FOU: PERSONNEL SECTION, FAD

MASTERLIST OF RETAINED DOCUMENTED INFORMATION

DOCUMENT CODE	DOCUMENT TITLE	CUSTODIAN	LOCATION	FILING SYSTEM		RETENTION PERIOD			DISPOSAL
				FOLDER	SCHEME	ACTIVE	STORAGE	TOTAL	
FM-R13-SP-07-01	Risk Register - Objective Risk Assessment	PERSONNEL SECTION	Data Filer (Blue)	Folder w/ tabbing	Per Title	1 year	1 year	2 years	Shredding/ Re-use
FM-R13-SP-07-02	Risk Register - Process Risk Assessment	PERSONNEL SECTION	Data Filer (Blue)	Folder w/ tabbing	Per Title	1 year	1 year	2 years	Shredding/ Re-use

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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	Learning and Development	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
A. Learning and Development Planning				
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;





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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
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
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
B. Learning and Development Implementation (pattern to CapDev QP-R13-LGCCD-01)				
7	Personnel Section	Formulate Activity Design	<ul style="list-style-type: none"> Draft Activity Design and prepare other documentary requirements for the conduct of activity 	<ul style="list-style-type: none"> Activity Design
8	PDC, HRMD Committee	Review the design	<ul style="list-style-type: none"> Reviews the content of the design and fund allocation Returned the reviewed Activity Design to Personnel Section 	<ul style="list-style-type: none"> Activity Design
9	Personnel Section	Route the reviewed Activity Design	<ul style="list-style-type: none"> Route the reviewed Activity Design to Budget Officer 	<ul style="list-style-type: none"> Activity Design
10	Budget Officer	Appropriation of funds	<ul style="list-style-type: none"> Budget Officer certifies the availability of funds Route to Accounting Section 	<ul style="list-style-type: none"> Activity Design



DILG XIII-QMS



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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
11	Accountant	Certify the availability of funds	<ul style="list-style-type: none">Accountant confirms budgetary requirementsRoute to ARD	<ul style="list-style-type: none">Activity Design
12	ARD	Recommendation of approval	<ul style="list-style-type: none">ARD reviews the design and recommends the same to Regional DirectorRoute to Regional Director for approval	<ul style="list-style-type: none">Activity Design
13	Regional Director	Approval of the Activity Design	<ul style="list-style-type: none">RD approves the Activity DesignRoute to personnel section for implementation of the L&D Activity	<ul style="list-style-type: none">Activity Design
14	FAD	Facilitate Purchase Request	<ul style="list-style-type: none">Submit purchase request to GSS for their processing	<ul style="list-style-type: none">Approved Activity DesignPurchase Request
15	Personnel Section / PDC / HRMD Team	Conduct L&D activities	<ul style="list-style-type: none">Conduct capacity development activities in accordance with the approved activity design	<ul style="list-style-type: none">Activity DesignAttendance SheetDistribution ListCertificate of AppearanceCertificate of ParticipationCertificate of AppreciationPre-Evaluation FormPost Evaluation FormOffice Order
16	Personnel Section	Prepare and submit activity report	<ul style="list-style-type: none">Prepare Activity Report based on the activity conductedRoute report to DC	<ul style="list-style-type: none">Activity ReportAttendance Sheet



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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
				<ul style="list-style-type: none"> • Distribution List • Pre-Evaluation Form • Post Evaluation Form
17	PDC, HRMD Committee	Recommend approval	<ul style="list-style-type: none"> • DC reviews and recommends for approval • Forward to RD for approval of the Activity Report 	<ul style="list-style-type: none"> • Activity Report
C. Monitoring and Evaluation				
18	HRMO III & HRMO II	Monitor the implementation of the L&D Plan	<ul style="list-style-type: none"> • Record / update the Process Summary Logsheet • Check actual participants versus target participants 	<ul style="list-style-type: none"> • Process Summary Logsheet (PSL) • Approved Regional Order and training attendance sheets
19	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
20	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
21	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
22	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





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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
				<ul style="list-style-type: none"> Regional Records Management Procedure
23	Process Owner	Retain records	<ul style="list-style-type: none"> Update the Process Summary Log Sheet. Retain records in accordance with Control of Retain Documented Information Procedure and Masterlist of Records. R13-SP-02 	<ul style="list-style-type: none"> Process Summary Logsheet (PSL) 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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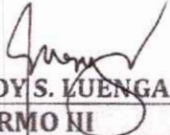
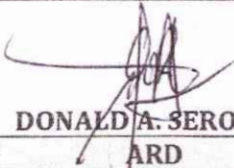
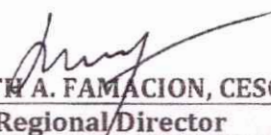
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DILG REGION XIII (CARAGA)

Name of Process Summary Logsheets (PSL)

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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

CURRECNT PERIOD: JANUARY - JUNE 2018

NO.	PARTICIPANTS				TITLE OF THE L& D INTERVENTION	DATE COMPLETED	EVALUATION		OBJECTIVE 2 RESULT			EFFECTIVENESS EVALUATION					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																	
10																	
TOTAL											0				0		
%																	



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 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
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	Describes the mandate and organizational structure of the Department			
	Demonstrates understanding [can explain] the key tasks, outputs and required competencies of one's work in the Department			
	Identifies key stakeholders of the Department, and explains how the Department works with or services those stakeholders			
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	Identifies various sources of relevant and credible information			
	Secures information and inputs from internal and external contacts (individuals and work groups)			
	Identifies the links between situations and information			
	Acknowledges when one doesn't know how to do a task and takes steps to find out more about it			
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	Identifies individual tasks and responsibilities as they relate to the achievement of the unit/office targets and objectives			
	Participates actively in accomplishing group goals by willingly doing one's share of tasks			
	Assumes responsibility for work activities and coordination efforts			
	Deals honestly and fairly with others (teammates, internal and external workmates) showing consideration and respect in the performance of work			
	Appropriately expresses one's own opinion over work matters			
	Recognizes/listens to the diverse views and opinions of customers, colleagues, and superiors			
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	Keeps a checklist of all the items that need to be covered when performing tasks			
	Cites (can cite) details that might be overlooked and possible errors that might be committed			
	Follows processes and procedures to make sure all parts of a task are completed			
	Gathers information and feedback from different sources on the usefulness of processes and procedures			
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	Identifies information/ data relevant to the functions of the unit/office and which needs to be organized for easy access			
	Distinguishes the various kinds of information/ documents usually received by the office and how to respond to them			
	Explains relevant policies, procedures and standards for records management			
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			
	Explains the functions, projects/programs, and services to customers and stakeholders			

1	Discusses the necessary procedures and guidelines in the implementation of programs and services		
	Demonstrates willingness to try IT based or technology assisted approaches to complete tasks		
6. ADMINISTRATIVE / SUPPORT SERVICES 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		
1	Follows the organization's system for managing properties and assets, equipment, and tools and those that need to be disposed		
	Keeps an updated record/regular inventory of all the properties and assets (current and newly acquired) belonging to the organization		
7. ADMINISTRATIVE / SUPPORT SERVICES PROFICIENCY: Procurement			
Competency Description & Ratings 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		
1	Follows procurement process and related procurement laws in the performance of tasks and duties		
	Effectively prepares necessary documents related to the procurement process/ Ensure documentation of the entire process		
8. ADMINISTRATIVE / SUPPORT SERVICES PROFICIENCY: Motor pool Management			
Competency Description & Ratings Requirement	Ability to coordinate the timely dispatch and maintenance of vehicles assigned to the organization		
1	Follows a pre-set fleet of schedules when driving and dispatching vehicles		
	Coordinates requests for vehicle repairs and prepares other related documents		
SUM		0	0
AVERAGE		#DIV/0!	#DIV/0!



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

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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	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		
	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	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		
	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	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		
	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	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.)		
	SUB-TOTAL	0	0

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	0	0
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	0	0
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	0	0
	SUM	0	0
	AVERAGE	0	0



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		Employee 2	
1. COMMITMENT TO ETHICAL SERVICE AND GOOD GOVERNANCE					
Competency Description & Ratings Requirement		Self	Supervisor	Self	Supervisor
3	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				
	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					
3	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				
	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					
3	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				
	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				

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	Develops a framework for understanding information based on further evaluation of patterns and trends				
	Adopts a systems perspective in assessing issues when setting direction or reaching conclusions				
	Recommends steps and strategies in completing complex tasks				
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	Shares work processes/ resource-sharing mechanisms with team/ group mates				
	Offers suggestions in improving work approaches assigned to achieving the targets and objectives of the team/ group				
	Facilitates the possibility of collaborations happening in and between individuals and groups to achieve mutual beneficial results and meet shared objectives				
	Suggests avenues for regular interaction and dialogue with other individuals and work groups				
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	Designs a standard of performing the task to ensure that all details are checked and repeated mistakes are avoided				
	Devises innovative ways in performing the tasks to ensure errors are minimized or totally eradicated (find the best way/ ease & efficiency)				
	Recommends/ Endorses changes in organizational policies, procedures, and security measures for top management consideration				
	Recommends/ Endorses changes in organizational policies, procedures, and security measures for top management consideration				
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	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.)				
	Establishes an efficient system to properly record, organize and maintain the electronic and non-electronic records of the office				
	Recommends ways to improve the office's organization and disposition of documents and records				
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	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				
	Publicly supports IT based systems which can improve established ways of operating and anticipates possible changes during a transition period				
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				

4	Assesses classification of positions, changes in the structure of the organization, trends in placement and attrition, and other considerations in preparing the recruitment plan				
	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				
4	<i>Promotes/Communicates across units/offices the different processes and activities related to effective maintenance of properties and assets</i>				
	<i>Supports systems/Secures resources for the effective monitoring of use, operations, control, repair, and over all maintenance of properties and assets</i>				
5.7 ADMINISTRATIVE SERVICES PROFICIENCY (AS) Proficiency: Procurement					
Competency Description & Ratings 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	<i>Provides guidance to members of bids and awards committee, advisory boards, and other recommendatory bodies when evaluating offers and awarding and negotiating bids</i>				
	<i>Ensures that systems are in place for promoting transparency and accountability in implementing procurement processes</i>				
5.8 Proficiency: Motor pool Management					
Competency Description & Ratings Requirement	Ability to coordinate the timely dispatch and maintenance of vehicles assigned to the organization				
4	<i>Identifies common causes of delays in dispatch schedules and proposes ways to avoid such delays</i>				
	<i>Creates regular maintenance schedules of vehicles</i>				
	<i>Makes recommendations regarding vehicle maintenance based on services provided by vehicle maintenance and repair suppliers</i>				
5.9 FINANCIAL MANAGEMENT PROFICIENCY (FMS) Proficiency: Budget					
Competency Description & Ratings Requirement	Ability to effectively manage the budget process from preparation, authorization, execution to reporting				
4	<i>Finalizes and approves consolidated budget for presentation/discussion with Top Management</i>				
	<i>Provides assistance to Top Management in discussing Department budget during budget hearings in Congress</i>				
	<i>Reviews and approves requests for payment</i>				
	<i>Exercises accountability for processing of budget and all related transactions</i>				
	<i>Reviews and finalizes consolidated financial reports for packaging and presentation to Top Management</i>				
5.10 FINANCIAL MANAGEMENT PROFICIENCY (FMS) Proficiency: Management					
Competency Description & Ratings Requirement	Ability to monitor and analyze information related to organizational functions, systems, and procedures to provide recommendations for improvement				
4	<i>Supervises monitoring of fund utilization, implementation of programs, and delivery of outputs</i>				
	<i>Monitors implementation of austerity measures (effective consumption of resources)</i>				
	<i>Serves as resource person on addressing issues and concerns related to fund utilization</i>				
	<i>Reviews and finalizes proposals for systems development and improvement to be presented to Top Management</i>				
	<i>Supervises implementation of systems improvement initiatives</i>				
	<i>Serves as resource person on topics related to organizational systems and processes</i>				
SUM		0	0	0	0
AVERAGE		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!



Competency Assessment: LGOO 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 - 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		Employee 2	
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	Self	Supervisor
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				
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				
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				
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	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		Employee 2	
	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 punctuation, style and spelling				
	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				
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				
	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				
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				
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				
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				
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				
	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 of deliverables and effectively perform the mandate/function of the different units				
	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				

		Employee 1		Employee 2	
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				
1	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				
	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				
1	Explains the functions, projects/programs, and services to customers and stakeholders; Discusses the necessary procedures and guidelines in the implementation of programs and services				
	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				
SUM		0	0	0	0
AVERAGE		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!



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
- [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 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	0
	AVERAGE	#DIV/0!	#DIV/0!



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 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		
	Identifies common issues encountered by local government units and explains how one's work contributes to the resolution of said 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		
3	Reviews other people's work, staff and peers and provides recommendations on the kind of information necessary to support specific messages		
	-Adjusts words and format of presentation and/or written document to achieve desired results		
	-Refers previous documents and presentations produced to decide on more effective ways of writing and/or presenting		
	-Adapts means and ways of communication to the context of customers and stakeholders from a variety of social, economic, and cultural backgrounds		
	-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		
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		
3	Anticipates possible reactions of stakeholders on messages and arguments presented and prepares for how they will be addressed		
	Demonstrates flexibility in dealing with personal styles/differences and makes necessary adjustments based on impact of initial action on stakeholders		
	Develops subtle strategies to persuade stakeholders particularly in sensitive or high-pressure situations		
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		
3	Designs processes and systems which can facilitate the collection of information coming from many different sources		
	-Creates a system for organizing information that would be accessible to stakeholders		
	-Seeks out new technologies that may be used by the Department to streamline its information management processes		
	-Analyzes available information to establish patterns and trends in program implementation and service delivery as basis for process and systems improvement		
	-Refers to stored and managed information when making recommendations and decisions		
	Ensures that one's assigned unit follows a unified information and knowledge management process		
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	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		
	Assesses local government activities and recommends proper courses of action/ provides advice to stakeholders based on established policies		
	Creates monitoring and evaluation frameworks for effective policy implementation incorporating standards, risk management, and impact analysis		
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	-Reviews activity designs/ project and program proposals and develops feasible work plans [program of work] and implementation strategy given anticipated available resources		
	-Builds agreement among activity/project or program team members for milestones, resource requirements, timelines and measures of success		
	Provides guidance on activity/project or program related technical concerns, ensuring resources are optimized in the delivery of results		
	Decides on appropriate course of action to be taken to mitigate risk impact on activity/project or program implementation		
	-Analyzes and evaluates reports to support changes in plans and frameworks that would ensure effectiveness and impact of the activity/project/program		
	-Establishes monitoring and evaluation policies and procedures promoting use of IT based tools		
	Consistently communicates information/ monitoring and evaluation results of activity/project or program to team members and stakeholders		
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	-Makes a conscious effort to have informal or casual contact with customers, stakeholders, staff, and colleagues		
	-Facilitates interactions through regular meetings and other similar activities		
	-Determines shared or common ground to ensure effectively working towards of mutually-beneficial goals		
	-Establishes practices which foster collaboration with stakeholders		
	-Uses network to identify opportunities and gather market intelligence		
	-Manages difficult and complex interpersonal relationships effectively		
	-Redirects others when they begin to lose focus on the critical issues that needs to be resolved about work		
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	-Liaises with internal and external stakeholders to level-off on implications of current/new or future programs and services		
	-Implements relevant laws, policies, rules and regulations for effective control and coordination		
	-Utilizes knowledge to distribute and monitor work within groups		
	-Keeps track of trends and developments in theory and practice of one's own area and effectively prepares for anticipated changes		
	-Streamlines work systems and finds appropriate solutions using available IT based tools or technology assisted programs		
	SUM	0	0
	AVERAGE	#DIV/0!	#DIV/0!



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 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 wh |
| [2] INTERMEDIATE | - Generally confined in own set of tasks, but has tasks that require working with others, with some activi |
| [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		
1	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		

	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		

	<p><i>-Provides advice on communicating with/managing/addressing concerns of specific customers and stakeholders</i></p> <p><i>-Facilitates understanding of issues and delivery of messages within various stakeholders and alters own behavior to reflect an openness to do so</i></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	<i>Presents otherwise unpopular ideas or concepts in a manner that outlines and emphasizes the benefit to the concerned stakeholders</i>		
	<i>Invites experts or other relevant third parties to provide assistance in ensuring buy in and commitment from stakeholders</i>		
	<i>Deliberately uses personal authority/impact of presence to influence key decision makers and stakeholders</i>		
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	<i>Installs process and systems improvement to ensure effective and efficient information collection</i>		
	<i>-Supports ways to improve how information is stored and organized within a database</i>		
	<i>-Keeps abreast of trends in information and knowledge management in both public and private sectors</i>		
	<i>Develops innovative programs and process improvements from analysis of available relevant information</i>		
	<i>Champions effective information and knowledge management within the Department</i>		
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	<i>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</i>		
	<i>Promotes adherence to established policies within Department and local government units</i>		
	<i>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</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		
4	<i>Directs the development of a long-term, overall program strategy in the field anchored on the Department's mandate and stakeholder needs</i>		
	<i>Scans external environment for potential resources and alternatives to help address barriers to effective activity/project or program implementation</i>		
	<i>Identifies strategies to avoid possible risks and mitigate risks that will affect implementation</i>		
	<i>Energizes and creates commitment among team members regarding project or program milestones and timelines</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		
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!



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 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		<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 other as guide on how they influence the delivery of mandate</i>		
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; 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>		
6. LEGAL PROFICIENCY (LLLS)				
Competency Description & Ratings Requirement		Ability to understand Philippine laws and use information to provide effective and efficient legal advice to clients, quick appeal resolution, and thorough case investigation		

4	<i>Represents the Department in Congressional / Senate / judicial court hearings involving highly technical cases</i>		
	<i>Provides legal advice to the Secretary and directs a team of legal advisers on appeal resolution for submission to the Civil Service Commission</i>		
	<i>Leads and directs the strategy and position of the legal team in cases involving the Department and local officials</i>		
	SUM	0	0
	AVERAGE	#DIV/0!	#DIV/0!



DILG REGION XIII
LEARNING AND DEVELOPMENT PLAN CY 2018

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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						TOTAL
						OCTOBER	BUDGET ALLOCATI ON	NOVEMBE R	BUDGET ALLOCATI ON	DECEMBE R	BUDGET ALLOCATI ON	
CORE COMPETENCIES (DILG COMPETENCY FRAMEWORK)												
Commitment to Ethical Service and Good Governance	Moral & Values Recovery Program		To regain the values towards work		3							
Customer Focus												
Ensuring Excellent Results												
Organizational Sensitivity	Understanding Office Dynamics		Better understanding of the process flow in the office		2							
	Office Management Principles		Maintain and Improve the productivity of the office / division		1							
	Continuing knowledge enhancement on Department PPAs		To be updated the Department thrusts and understand more the culture and processess of the organization		20							
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 Inclusive Working Relationships												
Managing Performance and Coaching Results	Managing Performance and Coaching of Result				1							
Leading Change												
Thinking Strategically and Creatively	Strategic and Creative Thinking				1							
Creating and Nurturing High Performance Organization												
Other Leadership L&Ds (encompassing)	Supervisory, Leadership and Management Course				12							

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						TOTAL
						OCTOBER	BUDGET ALLOCATI ON	NOVEMBE R	BUDGET ALLOCATI ON	DECEMBE R	BUDGET ALLOCATI ON	
	Managerial Skills Training				2							
Regular CES Trainings/Conferences												
CES Executive Leadership Program												
FUNCTIONAL COMPETENCIES FOR (DILG COMPETENCY FRAMEWORK)												
LG Units												
Effective Communication	•Communication Skills (Written and Oral) Enhancement		Recognize ways of improving personnel listening conversation and written skills	Improved Communication skills	7							
	•Technical Writing & Updates				22							
Influence												
Managing Knowledge and Information												
Policy Research and Analysis												
Program Development and Management	LGOO Continuing CapDev				4							
	Project Development and Management				5							
Relationship Building	Personality Development Training				9							
Technical Proficiency	Effective Monitoring and Evaluation Skill of Department PPAs				6							
	Skills Enhancement in Formulating Training/Activity Design, activity report and documentation				4							
	Dynamics of LG & LG Code				7							

TARGET COMPETENCY	PROPOSED L&D INTERVENTION	PRIORITY COMPETENCY GAP (pls check based on column D)	LEARNING OBJECTIVE	DESIRED OUTCOME/S	TARGET NO. OF PAX	SCHEDULE						TOTAL
						OCTOBER	BUDGET ALLOCATI ON	NOVEMBE R	BUDGET ALLOCATI ON	DECEMBE R	BUDGET ALLOCATI ON	
	Continuing Legal Education related to local governance				26							
	ToT on Records Management and Technical Writing for Roll-out to LGUs				1							
	Conflict Resolution Skills				1							
	Project Proposal/Feasibility Study Skills				1							
	In-depth Understanding of Federalism as form of government				12							
	Negotiation Skills Management				3							
	New Strategies and Approaches in the conduct of CapDev				1							
	New trends and methodologies on andragogical paradigm module designing				1							
	Comprehensive Incident Command System Training				11							
	Knowledge Enhancement on Environmental Laws and Planning				2							
	Knowledge Enhancement on Land Use Planning				1							
	Knowledge Enhancement on Green Technologies				1							
	Technical Competencies in the Formulation of Peace and Development Plans for the LGUs				11							

TARGET COMPETENCY	PROPOSED L&D INTERVENTION	PRIORITY COMPETENCY GAP (pls check based on column D)	LEARNING OBJECTIVE	DESIRED OUTCOME/S	TARGET NO. OF PAX	SCHEDULE						TOTAL
						OCTOBER	BUDGET ALLOCATI ON	NOVEMBE R	BUDGET ALLOCATI ON	DECEMBE R	BUDGET ALLOCATI ON	
	Strategic Coaching Session on Department PPAs at the LGU level				5							
	Knowledge enhancement on local governance				1							
	Advocacy and Persuasive skills				1							
	ToT on Katarungang Pambarangay				3							
	Training on Local Legislation				13							
	LGU operations including Fiscal Administration Skills				2							
	Political Dynamics				2							
	DRR & CCA Mainstreaming/Disaster Management Training				13							
	Short Course on Local Governance				1							
	Executive - Legislative Agenda				1							
	Bantay Kaagapay Capacitation				2							
	Capability on LGU Performance Management System				1							
	Engineering for Non-Engineers				6							
	Formulation of Local School Board				1							
	Verification Report Capacitation				1							
	Continuing Professional Development for Environmental Planning and Civil Engineering				2							

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						TOTAL
						OCTOBER	BUDGET ALLOCATI ON	NOVEMBE R	BUDGET ALLOCATI ON	DECEMBE R	BUDGET ALLOCATI ON	
	GAD Executive Committee Orientation				1							
	Human Rights Committee Orientation				2							
	Coaching on Peace and Order and Development				1							
Non- LGOOs												
● Critical/Analytical Thinking	Planning, Analytical & Critical Thinking				3							
	Creativity and Innovation Skills				2							
Collaboration / Working with Others	Interpersonal/Organizational Relations/Group Dynamics		Enhance attitudes among co-workers to deal more effectively with each other with professionalism and ethics		19							
	Building Self-Confidence Level				2							
	Personality Development Training				3							
	Career Development Training				3							
●	Public Speaking Skills Enhancement				15							
Process Orientation	Presentation Skills Enhancement				2							
	Risk and Result-based Monitoring and Evaluation				4							
	QMS Skills Development for Secretariat functions				1							
	ISO crash course				3							
Information/Data/Records Management	Communication Tracking System Competencies				5							
	Communication Skills (Written and Oral) Enhancement		Recognize ways of improving personnel listening conversation and written skills	Improved Communication skills	19							

TARGET COMPETENCY	PROPOSED L&D INTERVENTION	PRIORITY COMPETENCY GAP (pls check based on column D)	LEARNING OBJECTIVE	DESIRED OUTCOME/S	TARGET NO. OF PAX	SCHEDULE						TOTAL
						OCTOBER	BUDGET ALLOCATI ON	NOVEMBE R	BUDGET ALLOCATI ON	DECEMBE R	BUDGET ALLOCATI ON	
Effective Communication												
Managing Knowledge and Information												
Administrative / Support Services Proficiency												
1. Human Resource Management / Development	Human Resource Management Technical Competencies				4							
• Recruitment	Human Resource Management Technical Competencies				4							
• Employee Welfare and Benefits	Human Resource Management Technical Competencies				4							
• Learning and Development	Human Resource Management Technical Competencies				4							
• Performance Management	Human Resource Management Technical Competencies				4							
• Preparation for Retirement	Human Resource Management Technical Competencies				4							
• Other HRM/HRD-related L&D activities	CSC RRACS (administrative investigation proceedings)				5							
2. General Services												
• Property Management	Government Procurement Act				37							
• Procurement Management												
• Motorpool Management	Automotive Service				1							
	Basic Car Preventive Maintenance				2							

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TARGET COMPETENCY	PROPOSED L&D INTERVENTION	PRIORITY COMPETENCY GAP (pls check based on column D)	LEARNING OBJECTIVE	DESIRED OUTCOME/S	TARGET NO. OF PAX	SCHEDULE						TOTAL
						OCTOBER	BUDGET ALLOCATI ON	NOVEMBE R	BUDGET ALLOCATI ON	DECEMBE R	BUDGET ALLOCATI ON	
• Software Development and Maintenance	Network Administration				2							
• Network Installation and Administration	Basic Networking				1							
• Equipment Installation and Maintenance												
• Systems Analysis	Information Technology Skills/Knowledge Enhancement/Management/Updates				50							
	Structured Query Language				1							
• Other IT-related L&D	Database Management Skills				1							
	MS Access 2016 Database				1							
	Social Media Accounts Optimization				1							
	Social Media Management & Infographics Generation				1							
	Web Development for Intranet				1							
	Skills Training on Prezi Presentation Making		To gain skills in making captivating presentations									
	Graphics design				1							
7. Other Formal L&D Interventions	5S in the Workplace		Strengthen the office's records management system	To have a more organized filing system and has a sustainable Plan on the Institutionalized 5S Program	5							
	Stress Management		Understand how stress works and develop sustainable behaviours	Avoid negative stress whilst enhancing positive experience	11							

TARGET COMPETENCY	PROPOSED L&D INTERVENTION	PRIORITY COMPETENCY GAP (pls check based on column D)	LEARNING OBJECTIVE	DESIRED OUTCOME/S	TARGET NO. OF PAX	SCHEDULE						TOTAL
						OCTOBER	BUDGET ALLOCATI ON	NOVEMBE R	BUDGET ALLOCATI ON	DECEMBE R	BUDGET ALLOCATI ON	
	Investment Portfolio Seminar		To familiarize with the investments portfolio available for government employee		1							
	Decision-making Enhancement		To develop quick decision making skills under pressure		1							
	Supervisory, Leadership and Management Course		To acquire knowledge and skills in leading and managing people		9							
	Quick Decision Making Skills		To develop quick decision making skills under pressure		4							
	Work-life balance activities/Team Building		Achieve team cohesiveness and productive relationship in the workplace and promote camaraderie	Productive and harmonious relationship with co-workers	10							
	Facilitation Skills Enhancement		Enhance facilitation skills		9							
	Community Organizing Skills		Aims to organize, mobilize and educate people to build a sense of community	Increased knowledge and support for issue arises	1							
	Spiritual Development		Strengthened relationship between personnel	Good relationship among peers	1							
	Project Management Procedures & Technique including Contract Management		Effectively facilitate accomplishment deliverables according to agreed timelines, quantity and quality	Effective facilitation of deliverables	5							
	Time Management		Avoid tardinees and procrastination	Reduce time wastage	1							
	Effective records keeping and management/Filing		Maintain organized records of the division hasten traceability and promote easy access of documents preferably online database	Organized filing system and accessible	11							

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						TOTAL
						OCTOBER	BUDGET ALLOCATI ON	NOVEMBE R	BUDGET ALLOCATI ON	DECEMBE R	BUDGET ALLOCATI ON	
	Regular Feedbacking on the Problems of field officers at the LGU level and sharing/documentation of best practices and resources		Issues ventilation, role clarification and strategies identification	Updated knowledge and skills on PPAs	6							
	People Management Skills		Better understanding and improved skills in local governance	Established more flexible leadership styles	2							
	Online reporting simplification		Able to work efficiently and effectively with a sense of accomplishment		3							
	Advocacy and Persuasive skills				1							
	Feedback Management				1							
	Training on Provision of Team Building Activities to LGUs				1							



DILG-REGION XIII

LEARNING AND DEVELOPMENT DATABASE

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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	D.O NO.	REMARKS
			CORE	LEADERSHIP	FUNCTIONAL	CORE	LEADERSHIP	FUNCTIONAL	CORE	LEADERSHIP	FUNCTIONAL					
Office																
2																
3																
4																
5																
nth																
Office																
1																
2																
3																
4																
5																
nth																

Prepared By		Reviewed By		Approved By	
 MARIE JOY S. LUENGAS HRMO III		 MARECIL A. VILLASAN HRMO II		 LILIBETH A. FAMACION, CESO III	
Process Owners		Regional QMR		Top Management	





Republic of the Philippines
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
REGION XIII (CARAGA REGION)
 KM 4, 1559 MATIMCO Bldg., Libertad, Butuan City

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CY ____ LIST OF LEARNING &
 DEVELOPMENT INTERVENTION

I, _____, **(POSITION), (OFFICE)**, propose the following Training and Development for the year ____ (Attach sheet if necessary):

Functional /Technical			Behavioral		
Proposed Area/Subject of Development	Criticality(1/2/3)	By When (Specify the Quarter)	Proposed Area/Subject of Development	Criticality (1/2/3)	By When (Specify the Quarter)
1.			1.		
2.			2.		
3.			3.		

PARTICIPANTS

FUNCTIONAL: (Subject of Development)		BEHAVIORAL: (Subject of Development)	
NAME	OFFICE	NAME	OFFICE

SIGNATURE OVER PRINTED NAME OF REPORTING OFFICER		DATE	
SIGNATURE OVER PRINTED NAME OF HEAD OF OFFICE		DATE	

Explanation:

CRITICALITY:

1. High Criticality, required at the earliest in performing the job.
2. Medium Criticality would help in better performance, not immediate.
3. Good to know.

Note: Please note that "1" (High Criticality) may not be given more than 1 per year

Functional/Technical Training: These are the training inputs essential to effectively perform the roles and responsibilities of a Job as per KRA. These may also be inputs to learn new skills required for new responsibilities.

e.g.: SAP, CAD/CAM, Total Station, Tally, Customer Relationship Management, etc.

Behavioral Training: These are the training inputs required for the enhancement of soft-skills and continuously achieve Personal Development.

e.g.: Communication skills, Interpersonal Skills, Presentation Skills, etc

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ACTIVITY DESIGN

TITLE :

Prepared by	Reviewed by
Name:	Name:
Position:	Position:
Date:	Date:
Availability of Funds:	
Name: PRIMADONNA M. LINCUNA	Name: ROCHE LYNNE L. CUNANAN
Position: Budget Officer III	Position: Accountant III
Date:	Date:
Fund Source:	

Recommending Approval:	Approved by
Name: DONALD A. SERONAY	Name: LILIBETH A. FAMACION, CESO III
Position: OIC- Asst. Regional Director/ CAD	Position: Regional Director
Date:	Date:





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I. BASIC INFORMATION

Title	
Date	
Venue	
Responsible Person(s) / Division	
Total Budget Requested	

II. RATIONALE

III. OBJECTIVES

IV. ACTIVITY FLOW

Date/Time	Activity	Responsible Person

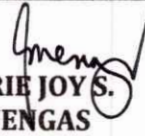

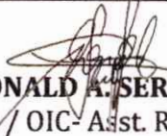
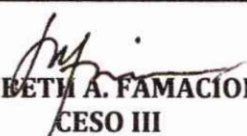
V. METHODOLOGY

VI. PARTICIPANTS

VII. BUDGETARY REQUIREMENTS

Particulars	Details	Amount

VIII. FUND SOURCE

Prepared By		Reviewed By	Approved By
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Process Owners		Regional QMR	Top Management





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DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
REGION XIII (CARAGA REGION)
KM 4, 1559 MATIMCO Bldg., Libertad, Butuan City

Regional Order No. ____ - ____

SUBJECT :

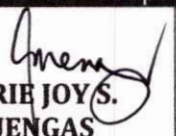
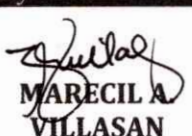
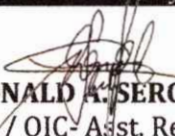
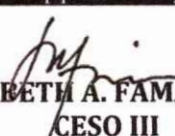
DATE :

NAME OF PERSONNEL	POSITION	RESPONSIBILITY

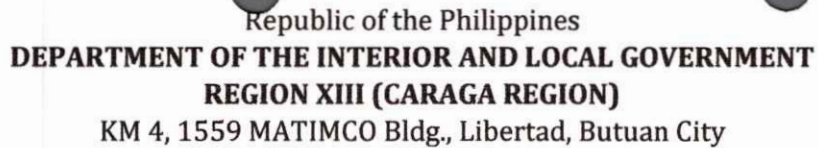
Subject of personnel shall be at the venue on _____ at _____.

For compliance.

LILIBETH A. FAMACION, CESO III
Regional Director

Prepared By		Reviewed By	Approved By
 MARIE JOY S. LUENGAS HRMO III	 MARECIL A. VILLASANA HRMO II	 DONALD A. SERONAY CAO / OIC- Asst. Regional Director	 LILIBETH A. FAMACION, CESO III Regional Director
Process Owners		Regional QMR	Top Management









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ATTENDANCE SHEET

[illegible]

Prepared By		Reviewed By	Approved By
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Process Owners		Regional QMR	Top Management





Learning & Development Pre- Training Assessment (PTA)

NAME		POSITION	
GENDER		AGE	
TITLE OF TRAINING		DATE	

Please answer the questions below as honestly as possible.

Why do you want to attend this course?

What do you expect from this course?

Which part of the training course do you think will be particularly valuable?

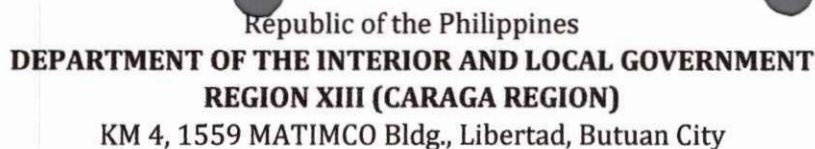
How will the skills you learn benefit you in your role?

What do you hope to do differently when you have completed this course?

How would you rate your level of knowledge/skill/ability on a scale of 1 to 5, 5 being very good before you attend this course?

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Process Owners		Regional QMR	Top Management





Learning & Development

Post- Training Evaluation (PTE)

TITLE			
VENUE		Date: (From – To)	
SECRETARIAT/OPR			
Name of Participant (optional)		Office	

The feedback you give will allow us to continually improve our Learning and Development (L&D) programs. Please check (✓) the column that best corresponds to your preferred rating and hand this rating sheet to the Secretariat.

A. L & D ACTIVITY		VERY GOOD [5]	GOOD [4]	FAIR [3]	POOR [2]	VERY POOR [1]
A1 Achievement of the L & D Objective/s						
A2 Relevance to work						
A3 Pacing and Training						
A4 Structure and Sequencing of the activities						
B. L & D CONTENT		VERY GOOD [5]	GOOD [4]	FAIR [3]	POOR [2]	VERY POOR [1]
B1. Clarity						
B2. Sufficiency of topics covered						
B3. Quality of presentation materials						
C. RESOURCE PERSON/SPEAKER (RP/S) (indicate the name of the Resource Person/ Speaker (RP/S being rated))		VERY GOOD [5]	GOOD [4]	FAIR [3]	POOR [2]	VERY POOR [1]
C1. Mastery of subject matter	RP/S A:					
	RP/S B:					
	RP/S C:					
C2. Ability to explain and illustrate concepts	RP/S A:					
	RP/S B:					
	RP/S C:					
C3. Ability to respond appropriately to questions	RP/S A:					
	RP/S B:					
	RP/S C:					
C4. Time Management	RP/S A:					
	RP/S B:					
	RP/S C:					
D. SECRETARIAT		VERY GOOD [5]	GOOD [4]	FAIR [3]	POOR [2]	VERY POOR [1]
(Rate each member of the Secretariat based on the extent of their actual support throughout the activity. Indicate the names of the secretariat being rated in the blank columns provided).						
E. VENUE		VERY GOOD [5]	GOOD [4]	FAIR [3]	POOR [2]	VERY POOR [1]
E1. Professionalism of venue staff, if applicable						
E2. Suitability (comfortable and conducive to learning)						
E3. Quality of equipment						
E4. Meals and snacks						
F. OTHER COMMENTS		VERY GOOD [5]	GOOD [4]	FAIR [3]	POOR [2]	VERY POOR [1]
Which part of the L&D do you like most? Why?						

CONTROLLED COPY

DAG XIII QMS

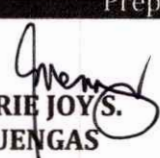
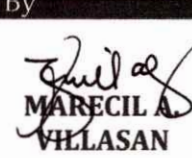
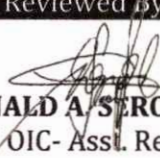
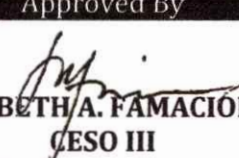


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REGION XIII (CARAGA REGION)
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Which part of the L&D do you least most? Why?						
Would you recommend this L&D activity to other? (if no, please explain why)						
Other comments/suggestions for improvement						
G. Overall rating of the L&D activity		VERY GOOD [5]	GOOD [4]	FAIR [3]	POOR [2]	VERY POOR [1]

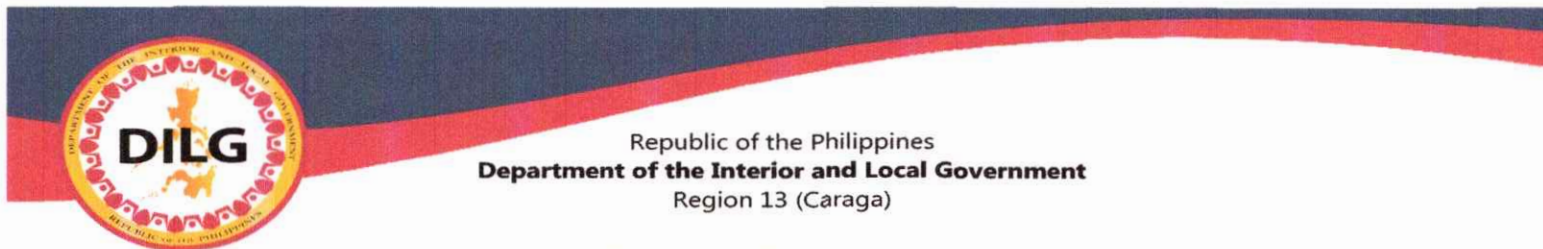
Thank you.

Prepared By		Reviewed By	Approved By
 MARIE JOY S. LUENGAS HRMO III	 MARECIL A. VILLASAS HRMO II	 DONALD A. STRONAY CAO / OIC- Asst. Regional Director	 LILIBETH A. FAMACION, CESO III Regional Director
Process Owners		Regional QMR	Top Management





Republic of the Philippines
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
REGION XIII (CARAGA REGION)
KM 4, 1559 MATIMCO Bldg., Libertad, Butuan City



Certificate of Participation

is given to

For having actively participated in the

held on **November 14, 2017** at the **Grand Palace Hotel, Butuan City.**

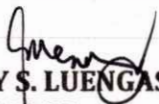
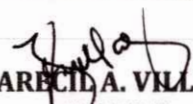
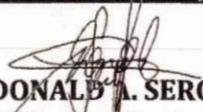
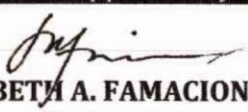
Given this **14th** day of **November 2017** in **Butuan City, Philippines.**

LILIBETH A. FAMACION, CESO III
Regional Director

"Matino, Mahusay at Maaasahan"

1559 Matimco Bldg., Km. 4 Libertad, Butuan City
Tel. Nos.: (085) 342-2134, 341-1976, 342-2045

Email Address: official@caraga.dilg.gov.ph
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Prepared By		Reviewed By	Approved By
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Process Owners		Regional QMR	Top Management





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DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
REGION XIII (CARAGA REGION)
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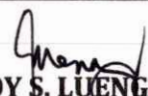
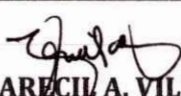
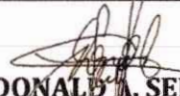
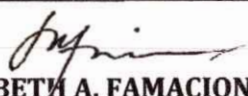
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CERTIFICATE OF APPEARANCE

Name: _____
Designation: _____
Office: _____
Date(s) Appeared: _____
Purpose: _____

Given this ____ day of Month and Year in Venue of the Activity.

LILIBETH A. FAMACION, CESO III
Regional Director

Prepared By		Reviewed By	Approved By
 MARIE JOY S. LUENGAS HRMD III	 MARICEL A. VILLASAN HRMO II	 DONALD A. SERONAY CAO / OIC- Asst. Regional Director	 LILIBETH A. FAMACION, CESO III Regional Director
Process Owners		Regional QMR	Top Management





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ACTIVITY REPORT

I. BASIC INFORMATION

Title	
Date	
Venue	
Responsible Person(s)/Division	
Total Budget Requested	

II. EXECUTIVE SUMMARY

III. OBJECTIVE

IV. METHODOLOGY

V. HIGHLIGHTS

VI. ACTUAL EXPENSES

Particulars	Amount

Prepared By:

Noted By

Approved By

Prepared By		Reviewed By	Approved By
 MARIE JOY S. LUENGAS HRMO III	 MARECILA A. VILLASANA HRMO II	 DONALD A. SERONAY CAO / OIC - Asst. Regional Director	 LILIBETH A. FAMACION, CESO III Regional Director
Process Owners		Regional QMR	Top Management





DILG REGION XIII
POST TRAINING EVALUATION RESULTS LOG SHEET

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Title of L&D Intervention: _____
Date Conducted: _____

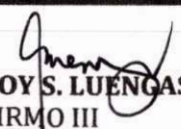
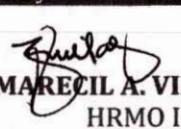
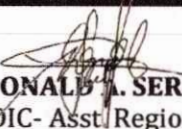
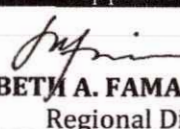
Respondent	L&D Overall					L&D Ware			Resource Person/Speaker						Secretariat			Venue				Ave.	Remarks
	A1	A2	A3	A4	A5	B1	B2	B3	C1	C2	C3	C4	C5	C6	D1	D2	D3	E1	E2	E3	E4		
1.																							
2.																							
3.																							
4.																							
5.																							
6.																							
7.																							
8.																							
9.																							
TOTAL																							
AVERAGE RATING (%)																							

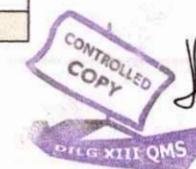
Prepared by:

Secretariat

Noted by:

Division Chief

Prepared By		Reviewed By	Approved By
 MARIE JOY S. LUENGAS HRMO III	 MARECIL A. VILLASAN HRMO II	 DONALD A. SERONAY CAO / OIC- Asst. Regional Director	 LILIBETH A. FAMACION, CESO III Regional Director
Process Owners		Regional QMR	Top Management





**DILG REGION XIII
POST TRAINING EVALUATION RESULT
SUMMARY**

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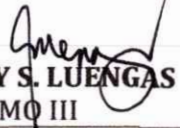
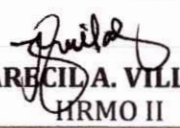

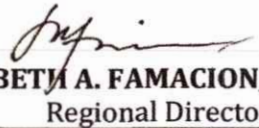
NO.	Particulars of the L&D Intervention			
	Title of the L&D Intervention	Date Conducted	Average Satisfaction Rating	Remarks

Prepared by:

Noted by:

Secretariat

Division Chief

Prepared By		Reviewed By	Approved By
 MARIE JOY S. LUENGAS HRMO III	 MARECILA A. VILLASAN HRMO II	 DONALD A. SERONAY CAO / OIC- Asst. Regional Director	 LILIBETH A. FAMACION, CESO III Regional Director
Process Owners		Regional QMR	Top Management





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

Prepared By	Reviewed By	Approved By
 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



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

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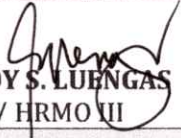
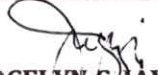
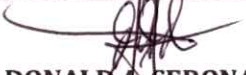
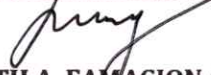
DIVISION/FOU	PERSONNEL SECTION, FINANCE AND ADMINISTRATIVE DIVISION		
PROCEDURE TITLE	LEARNING AND DEVELOPMENT		
OBJECTIVE STATEMENT	1. Ensure the implementation / conduct of all L & D Interventions for all personnel 2. Ensure participation of personnel to attend at least 1 training within the year		
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	Total
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: $A/B \times 100$ Target Result: 80%			
D Gap Analysis: In case the objective is not met, put your analysis why it is not met			
Objective 2: Ensure participation of personnel to attend at least 1 training within the year			
INDICATORS	1st Semester	2nd Semester	Total
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: $A/B \times 100$ Target Result: 80%			
D Gap Analysis: In case the objective is not met, put your analysis why it is not met			
Note: For unmet targets, the QMS Secretariat will issue Corrective/Preventive Action Report (CPAR) duly signed by the DILG-XIII Deputy QMR.			



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

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Prepared By		Reviewed By	Approved By
 MARIE JOY S. LUENGAS AO V / HRMO III	 JOCELYN C. JAYOMA OIC-CAO	 DONALD A. SERONAY Asst. Regional Director	 LILIBETH A. FAMACION, CESO III Regional Director
Process Owner	Division Chief	Deputy QMR	Deputy QMR