



THE CIVIL SERVICE REPORTER

GAWING LINGKOD BAYANI ANG BAWAT KAWANI

Volume 62 No.2

2nd Quarter 2021 Issue

CSC grants
eligibilities under
special laws

Embracing
Digital Workplace
L&D

Occupational
Safety and
Health: Protecting
Government
Employees in the
Workplace

GOING PUBLIC
A GUIDE TO ENTERING GOVERNMENT SERVICE
(STORY ON P. 21)



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Report the following acts under **Section 21 of Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018**

- a.** Refusal to accept application or request with complete requirements being submitted by an applicant or requesting party without due cause;
- b.** Imposition of additional requirements other than those listed in the Citizen's Charter;
- c.** Imposition of additional costs not reflected in the Citizen's Charter;
- d.** Failure to give applicant or requesting party a written notice on the disapproval of an application or request;
- e.** Failure to render government services within the prescribed processing time on any application and/or request without due cause;
- f.** Failure to attend to applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break;
- g.** Failure or refusal to issue official receipts; and
- h.** Fixing and/or collusion with fixers in consideration of economic and/or other gain or advantage.

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The International Association of Business Communicators (IABC) awarded the Contact Center ng Bayan the 2014 Quill Award for Communication Management Strategies for Customer Relations

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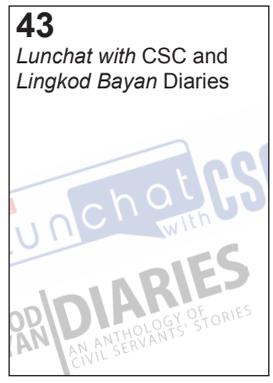
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In the face of the pandemic and continuous implementation of community quarantines, the Contact Center ng Bayan (CCB) continues to deliver uninterrupted assistance to citizens needing help or assistance with their government transactions.

Some reach out to CCB through email (email@contactcenterngbayan.gov.ph), others through SMS (0908-8816565), and many netizens prefer to report their concerns through Facebook ([facebook.com/civilservicegovph](https://www.facebook.com/civilservicegovph)).

To learn about the CCB's 5-step procedure in handling concerns, read the Citizen's Guide section on pages 19.

The best affirmation of result-driven customer service is through positive feedback. Hence, CCB is grateful to see clients who take time to get back and send "thank you" messages, and describe how they got the assistance that they needed. Below are some of the commendations from clients.

IRN0251375

Good day!

Dear Ma'am/Sir,

I would like to inform your good office that I just got a call today from the Landbank Angeles City Branch informing me that my UMID ID is already available for pick up. In this regard, I offer my sincere thanks for your prompt and professional action on this matter.

Also, I appreciate and commend the Landbank Angeles and East Avenue Branch for they were able to deliver my UMID ID sooner than expected.

Again, thank you, Ma'am/Sir. I know that you already have hundreds of other requests pending, so I am grateful for the rapidity with which you've handled my request. I won't forget it.

IRN0251432

Hi CCB,

Thank you so much for your assistance on my concern. Your effort is very much appreciated, after 3 months my reimbursement from SSS has been acted and resolved. More power to your organization and may you help more people like me.

IRN0251880

Good day! Thank you so much CCB. Mabilis ang aksyon kapag kayo ang nilapitan. Nakuha ko na maternity benefits ko. Thank you so much po!!

IRN0252722

Thank you so much for the update. I appreciate it a lot especially during this pandemic that we can't always just go out and go to the government offices. I highly appreciate it. Kudos to your office for working hard to help the Filipino people. Thank you and keep safe.

Did you know that you may send complaints, commendations, or suggestions to the CSC and other government agencies? Just call 1-6565 (PLDT) to reach the Contact Center ng Bayan. You may also text CCB at 0908-8816565, or send an email to email@contactcenterngbayan.gov.ph.

FROM THE CHAIRPERSON'S DESK

P*andemics* is a term that appeared in the 2021 Global Risks Report of the World Economic Forum. The report laid down the multiple challenges faced by these young adults aged 15-24 in this time of pandemic and beyond. These include employment and other economic opportunities disrupted by the COVID-19 pandemic, the Fourth Industrial Revolution, and the rapid changes in the landscape of several industries.

As the government's premiere human resource institution, the Civil Service Commission (CSC) likes to prime public service as a promising pathway, a good career start or career shift for *pandemics* and other generations alike.

Also in time for the graduation season, this issue of Civil Service Reporter magazine gives the class of 2021 a comprehensive guide on joining the public service, including useful information on special eligibilities (Cover Story on pp. 21-25 and Executive Letter on pp. 26-31).

New CSC issuances and policies such as new rules on leave and sexual harassment are also featured in the

News section (pp. 15-16), as well as regional activities in the Regional News section (pp. 16-18).

An insightful article on digital workplace learning and development can be found on HR Spotlight (pp. 32-37), while a feature on the Occupational and Safety Health Standards is on this issue's Health and Wellness section (pp. 45-48).

We also start rallying government workers to join the upcoming 121st Philippine Civil Service Anniversary in September with the theme *Transforming Public Service in the Next Decade: Honing Agile and Future-Ready Servant-Heroes*. The weekly highlights are on p. 42-43.

We hope that through these information and feature articles, we help our readers, especially the *pandemics*, understand how it is to join the government service and the opportunities that it entails. We also hope to encourage existing public servants to take pride in the work that they do, to try their best to contribute to problem solving, and to keep exploring and learning trends to become future-ready servant heroes.

Mabuhay and serbisyo publiko!®

*(Sgd.) ALICIA dela ROSA-BALA
Chairperson, Civil Service Commission*





Tell us what you think about the Civil Service Reporter and get a chance to win a treat from the Civil Service Commission

Your comments and suggestions are valuable to us. We hope you could take time to answer this short questionnaire to help us improve our upcoming issues. If you wish to continue receiving the CS Reporter, please update our mailing list as well. After answering the questionnaire, tear this page and send via mail or fax, or snap a photo of the accomplished survey and email to csc.pmr@gmail.com.

Name: _____

Agency: _____

Address where you wish the CS Reporter to be mailed to: _____

Where do you usually get a copy of the CS Reporter?

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- Online (csc.gov.ph)
- Others: _____

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- Add to the piles of old magazines & newspapers and sell to recycling centers/junk shops
- Give old copies to friends
- Recycle or reuse
- Donate
- Others: _____

Reader's Profile:

- Age: 18-24 25-35 36-45 46 to 55 56 to 65
- Gender: Female Male

I have been receiving the CS Reporter for

- Less than a year
- 1-2 years
- 3-4 years
- 5 years or more

Articles which I find most useful:

- New CSC issuances
- Civil Service Examinations
- Special eligibilities
- Legal opinions
- Public sector unionism
- Training programs
- Human interest
- Exemplary public servants
- HR issuances and policies
- Others: _____

You may take a photo of the accomplished survey form and email to csc.pmr@gmail.com, or send through fax (8932-0179) or snail mail. Don't forget to send your survey responses by the end of December 2021 to get a chance to win a treat from us. Thank you!

Government employee? : If a government employee:

- Yes No
- Years of service in government:
- 1-5 years
 - 6-10 years
 - 11-15
 - 16-20
 - 21-25
 - 26-30
 - 31-40
 - 41 years and above

Sector:

- National Government
- Local Government Unit
- State College or University
- Government Owned and Controlled Corporation
- Government Financial Institution
- Others: _____

Level:

- First level
- Second level
- Third level

CS Reporter should feature more articles on:

- Civil Service Examinations
- Special eligibilities
- Legal opinions
- Public sector unionism
- Training programs
- Honor Awards Program
- HR issuances and policies
- Others: _____

Will you recommend CS Reporter to your colleagues/friends?

- Yes
- No

Why/Why not?

Other comments:

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Answer the survey online.

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CSC defers conduct of 18 July exams in 18 testing centers

The Civil Service Commission (CSC) deferred the conduct of the 18 July 2021 Career Service Examination-Pen and Paper Test (CSE-PPT) in 18 testing centers in selected regions.

As of writing, there will be a total of 12 The move is made in compliance with health protocols and implementation of strict community quarantines with the surge of COVID-19 cases.

The CSE-PPT is deferred in the following areas: Region I with testing centers in San Fernando City, La Union, and Vigan City; Region VI with testing centers in Bacolod City; Kalibo, Aklan; Iloilo City; Jordan, Guimaras; Roxas City; and San Jose, Antique; Region IX with testing centers in Zamboanga City; Pagadian City; Dipolog City; and Ipil, Zamboanga Sibugay; Region XI with testing centers in Davao City; Tagum City; and Mati City; and Region XII with testing centers in Koronadal City and General Santos City.

Since Negros Oriental in Region VII has been placed under Extended Modified Enhanced Community Quarantine until 15 July 2021, the 18 July 2021 CSE-PPT is also deferred in Dumaguete City Testing Center.

Meanwhile, the CSE-PPT in Tagbilaran City and Siquijor in Region VII; and in Bongao, Tawi-tawi in Bangsamoro Autonomous Region in Muslim Mindanao are to proceed as of writing.

New rules

In view of the pandemic, the CSC has introduced changes in the conduct of the CSE-PPT.

Each testing room will have 50% occupancy to allow adequate space for physical distancing. Same with examinees with special needs (e.g., pregnant women, persons with disability, elderly), examinees with comorbidities will be assigned separate room/s.

Examinees must pre-accomplish a Health Declaration Form (to be posted on the CSC website for downloading and printing) the day before the exam or before entering the school/test venue. They shall also be required to register an account with StaySafe.PH, a contract tracing app, and update their health status.

There will no longer be an Orientation/Briefing prior to the test proper. Instead, the CSC will release an "Examinee's Guide" approximately 1 to 2 weeks before exam day. This will contain guidelines and procedures

to be observed before exam day, on exam day, and after exam day, and health and safety protocols. It shall be the responsibility of each and every examinee to access and be able to understand thoroughly the Examinee's Guide.

Examinees must wear face masks and face shields and practice physical distancing at all times during physical filing of application and on the day of exam.

They must bring on exam day the Health Declaration Form and no more than 100 mL of alcohol/hand sanitizer, aside from the usual ID card, birth certificate (for those without date of birth on their ID card), and black ballpen/s. They may also bring water or beverage in a transparent container and candies or biscuits.

A Health Monitoring Team will be present on the day of the exam to monitor the observance of health and safety protocols, as well as handle any case of examinees or examiners who would manifest any COVID-19 symptoms on the day of exam.Ⓝ



There will no longer be a briefing during the actual exam, so examinees must make sure to read completely the Examinee's Guide to be released by CSC approximately 1 to 2 weeks before exam day.

Cancelled PPT examinees to get refund

Registered examinees of the 15 March 2020 Career Service Examination-Pen and Paper Test (CSE-PPT), which was cancelled due to the COVID-19 pandemic, may claim the refund of their PHP500 application fee through Civil Service Commission Regional or Field Offices (CSC RO/FO) until December this year.

They may opt to claim the refund in person, through bank deposit, or through the services of authorized remittance centers or payment facilities. The CSC may also issue the refund through a representative, or in case the registered examinee is already deceased, to his/her immediate family member.

In view of the different community quarantine restrictions imposed throughout the country, claimants are urged to refrain from proceeding without prior appointment or notice to any CSC RO/FO.

To claim the refund in person, the examinee must submit a filled-out Request for Refund

Form (RRF), which can be downloaded from the CSC website at www.csc.gov.ph, as well as present an original and photocopy of his/her valid ID.

In case the examinee is currently located away from the CSC RO/FO where he/she originally filed the exam application, claiming may be done through a conduit CSC RO/FO, one which is nearest to the examinee's present place of residence or work. The examinee must submit a written request letter to the CSC RO which has jurisdiction over the place where the exam application was submitted, and in the letter, identify his/her preferred conduit CSC RO/FO. The RRF and a scanned copy of the examinee's valid ID must be submitted along with the letter.

The examinee will receive a notice/advisory when the refund is ready for claiming. The examinee shall then proceed to his/her preferred conduit CSC

RO/FO and present the notice/advisory together with a filled-out RRF and original and photocopy of his/her valid ID.

Those with bank accounts may opt to receive their refund through bank deposit, while those who have none may inquire with the CSC RO about the possible use of authorized remittance centers or payment facilities in transmitting the refund. In both cases, request for claiming of refund may be done online

The examinee must fill out the RRF, scan it, and email it to the CSC RO along with a digital image (scanned or photo taken using a camera) of the front and back sides of any valid government-issued ID.

For the complete text of the guidelines for the issuance of exam refund, refer to Examination Advisory No. 1, s. 2021 dated 30 April 2021, as amended.Ⓝ

Ask the CSC RO for the list of its authorized payment and remittance centers.



CSC warns public vs. reviewers, review centers

The Civil Service Commission (CSC) warned the public against review centers or individuals/groups offering review classes and reviewers for the Career Service Professional and Subprofessional Examination (CSE).

The CSC has noted that reviewers for career service examinations are being offered and sold in the market, either through bookstores, social media, or online selling websites. There are also claims that the reviewers have been prepared by CSE topnotchers.

"May we advise again the public that the CSC neither holds any review classes nor publishes or distributes any review materials for the Career and any Civil

Service examinations. Further, the CSC does not accredit and has not accredited any review center for the purpose of offering and holding review classes to prospective career service examinees," the CSC said.

It added that availing of such products or services shall be at one's own risk.

Moreover, the CSC said that it has not given permission to any individual or entity to use its logo in review materials. It also does not sell reviewers or conduct review classes, or give permission to any person or entity to undertake the same. It warned that those who use the CSC logo without express authority, including review centers offering review classes, for profit or for any purpose, may be subjected to criminal prosecution under applicable laws.Ⓝ

CSC grants eligibilities under special laws

Certain individuals may be granted eligibility under special laws and issuances, which they may use to vie for career positions in the government.

This was stressed by the Civil Service Commission (CSC) as the COVID-19 pandemic continues to make it difficult to administer civil service examinations. Before the pandemic, around 500,000 examinees are able to take the Career Service Examination Professional and Subprofessional Levels through written and computerized modes each year.

Bar/Board Eligibility

Passers of bar and licensure board examinations are automatically considered civil service eligibles. Pursuant to Republic Act No. 1080, passers of the bar examination conducted by the Supreme Court and licensure board examinations conducted by the Professional Regulation Commission (PRC) are automatically considered as civil service eligibles.

Since 2014, this now includes marine deck and engine officers licensed by the Maritime Industry Authority (MARINA), as the examination, licensing, and certification system for said positions was transferred from the PRC to MARINA by virtue of Republic Act No. 10635.

Likewise, passing the Shari'a Bar Examinations shall also be considered as eligibility.

Passers of the said examinations no longer have to file an application for the grant of civil service eligibility with the CSC.



Honor Graduate Eligibility

The Honor Graduate Eligibility (HGE) is granted to summa cum laude, magna cum laude, and cum laude graduates of private higher education institutions in the Philippines from school year 1972-1973 and thereafter, with baccalaureate/bachelor's degree recognized by the Commission on Higher Education, or state/local college or university with baccalaureate/bachelor's degree included in its charter, or baccalaureate/bachelor's degree duly approved by its Board of Trustees/Board of Regents.

On 17 December 2013, the Commission issued CSC Resolution No. 1302714 to include honor graduates from foreign schools in the grant of eligibility.

Honor graduates from a reputable foreign school—as verified by the Department of Foreign Affairs through the Philippine Foreign Service Posts, or as certified by a foreign government in compliance with the apostille requirements under CSC Resolution No. 2000349 dated 11 February 2020—may apply for the Foreign School Honor Graduate Eligibility (FSHGE), provided that they are Filipino citizens.

Barangay Health Worker Eligibility

Volunteer health workers in the barangays may apply for the Barangay Health Worker Eligibility (BHWE), pursuant to Republic Act No. 7883, or the Barangay Health Workers' Benefits and Incentives Act of 1995, which grants benefits and incentives to accredited BHWs in recognition of their services.

A Barangay Health Worker (BHW) is a person who has undergone training programs under any accredited government and non-government organization and who voluntarily renders primary health care services in the community upon accreditation by the local health board and in accordance with guidelines of the Department of Health.

The BHWE shall be granted to a Local Health Board-accredited barangay health worker who has completed at least two years of college education leading to a college degree, and has voluntarily rendered at least five years of continuous active and satisfactory service as an accredited BHW to the community.

Interested applicants may view the requirements and application procedures from the CSC website at www.csc.gov.ph.

SALN filing extended during exceptional circumstances

The Civil Service Commission (CSC) issued Resolution No. 2100339, circularized via Memorandum Circular No. 6, s. 2021, containing guidelines for the filing and submission of 2020 SALNs during exceptional circumstances, or when the country is placed under a state of calamity and/or emergency.

The guidelines state that “all public officials and employees or those in affected area/s are given additional period of thirty (30) days from 30 April of such year within which to comply with the filing of the SALN.” Meanwhile, “all departments, agencies, and offices, or those in affected area/s are also given additional period of thirty (30) days from 30 June of such year within which to comply with the submission of the SALNs to the appropriate repository agency.”

Due to the COVID-19 pandemic, the policy also covers the filing and submission of the 2020 SALN, effectively giving state workers more time this year to comply with the requirement.

Online procedures

Under the new guidelines, government agencies shall put in place processes and mechanisms to enable online oath-taking and the electronic filing of the SALN, to ensure that the SALN electronically filed are verifiable and authentic, and that it shall be protected under the provisions of relevant laws such as the Data Privacy Act of 2012.

For online oath-taking, the Administering Officer and Declarant may interact through communication technology, provided that the identity of the Declarant is verified, the Declarant affirms the contents of his or her SALN to be true and correct, and the signing of the SALN is done within sight of the Administering Officer.

The Declarant has the option to affix his or her signature on an electronic SALN, or use wet ink signature on a physical document and scan it. This should then be transmitted electronically to the Administering Officer on the same day. The Administering Officer also has the option to sign electronically or use wet ink signature on the SALN, then transmit the same back to the Declarant.

The Declarant may then send his or her SALN electronically to the human resource department/office of the concerned department, office, or agency in Portable Document Format or PDF. This shall be considered as a “duly executed SALN”. This shall also be considered “original”, and the printout thereof shall be considered as a “duplicate original”.

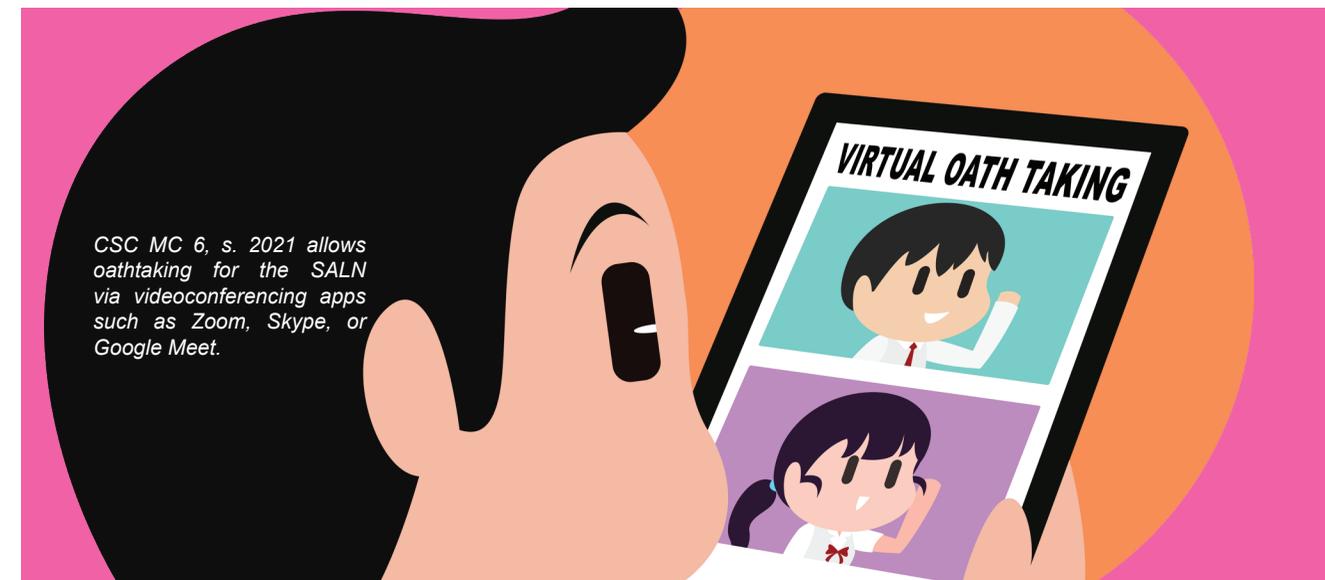
Submission to repository agencies

Agencies shall observe a uniformity rule in transmitting the collated SALNs to repository agencies, which may either be via physical or electronic submission, but not a combination of both.

For electronic submission, agencies are allowed to transmit the electronic SALNs with the use of USB flash drive or disk storage, together with the required summary as provided under the rules.

The proper repository agencies may establish their own rules in allowing the receipt of electronic copies of the SALNs, provided they comply with the uniformity rule.

The full text of the guidelines is contained in CSC Memorandum Circular No. 6, s. 2021, which can be accessed from the CSC website at www.csc.gov.ph.



New rules on leave for gov't workers out

The Civil Service Commission (CSC) has come out with rules and procedures for availing maternity leave, paternity leave, and adoption leave for civil servants.

CSC Resolution No. 2100020 amended the Omnibus Rules on Leave (CSC Memorandum Circular No. 41, s. 1998, as amended) to align its provisions with Republic Act No. 11210 or the "105-Day Expanded Maternity Leave Law" and its implementing rules and regulations.

Female employees in the government service are entitled to 105 days of maternity leave with full pay for live childbirth regardless of the mode of delivery, and 60 days with full pay for cases of miscarriage or emergency termination of pregnancy.

An adoptive parent working in government may now avail of a 60-day adoption leave to allow time to develop bonding with his/her adoptee.



The female worker is also given the option to extend the maternity leave for another 30 days without pay, or use her earned sick leave credits for extended leave with pay.

Moreover, the said law allows the mother to allocate up to seven (7) days of her maternity leave benefit to the child's father, whether or not married to her, or in case of the father's incapacity, to an alternate caregiver.

Notably, the CSC policy allows retroactive application of the maternity leave benefit, stating that female employees who were qualified to receive such benefit beginning 11 March 2019, or the effectivity date of R.A. 11210, but were granted less than 105 days or 60 days with full pay, as the case may be, may resume their remaining maternity leave and receive the equivalent pay.

Moreover, female employees whose sick or vacation leave credits were deducted as a result of the application of the old maternity leave law, rules, and regulations, shall be entitled to have these leave credits restored.

The rule on the grant of paternity leave under Section 19 of the Omnibus Rules on Leave pursuant to R.A. No. 8187 or the Paternity Leave Act of 1996 is also updated. In CSC Resolution No. 2100020,

the CSC added the proper filing of an application for paternity leave, and the entitlement of child father's to overtime pay in case his application for paternity leave is denied due to exigency of the service.

Adoption leave

CSC Resolution No. 2100020 grants the adoption leave of 60 days to government employees who are adoptive parents. Said issuance is pursuant to Republic Act No. 8552 or the "Domestic Adoption Act of 1998".

A qualified female employee or a single male employee may avail of adoption leave of sixty (60) days with full pay, which leave shall be enjoyed in a continuous and uninterrupted manner. Meanwhile, the legitimate male spouse of the female employee entitled to adoption leave can also avail of adoption leave of seven (7) days with full pay in consonance with R.A. No. 8187 which shall likewise be enjoyed in a continuous or in an intermittent manner.

The adoption leave must be availed of in a continuous and uninterrupted manner, as it is intended to "provide an opportunity for the prospective adoptee and the adoptive parent/s to develop bonding similar to that between a child and his/her biological parents."

Leave forms

The amended leave rules prescribe the use of the revised Application for Leave Form (Civil Service Form No. 6, s. 2020) and discontinues the use of CS Form No. 41 (Philippine Civil Service Medical Certificate) for leave application. A medical certificate issued by a government or non-government physician may be submitted in support of the application for leave, if necessary.

The Notice of Allocation of Maternity Leave (CS Form No. 6a, s. 2020) shall be used to facilitate the allocation of maternity leave benefits to the child's father or to an alternate caregiver employed in the government service or the private sector.

The full text of the guidelines is contained in CSC Memorandum Circular No. 5, s. 2021, which can be accessed from the CSC website at www.csc.gov.ph.

CSC revises rules on sexual harassment, dishonesty

Sexual harassment offenders in government include those who commit sexual harassment acts through text messaging or email, online, or in streets and public places, this is according to the amended rules on sexual harassment recently promulgated by the Civil Service Commission (CSC).

CSC Resolution No. 2100064 amends certain provisions in the 2017 Rules on Administrative Cases in the Civil Service (RACCS), specifically those pertaining to the administrative proceedings for sexual harassment complaints where the offender is a government employee. The changes in the 2017 RACCS were primarily made to further deter sexual harassment in the public sector as well as to harmonize said rules with Republic Act No. 11313 or the Safe Spaces Act and its Implementing Rules and Regulations.

Under the said resolution, the definition of the term "sexual harassment" is expanded into the following categories: sexual harassment in the workplace, sexual harassment in educational and training institution, sexual harassment in streets and public spaces, and online sexual harassment.

Consistent with the Safe Spaces Act, the amended rules consider as sexual harassment in streets and public spaces those acts such as catcalling, wolf-whistling, and misogynistic, transphobic or sexist slurs committed in alleys, roads, and similar types of public spaces.

Moreover, it defines gender-based online sexual harassment as "acts that use information and communication



Photo by Mihai Surdu on Unsplash

technology in terrorizing and intimidating victims" and includes "physical, psychological, and emotional threats, unwanted sexual misogynistic, transphobic, homophobic and sexist remarks and comments online whether publicly or through direct and private messages, invasion of victim's privacy through cyberstalking and incessant messaging, uploading and sharing without the consent of the victim, any form of media that contains photos, voice, or video with sexual content, any unauthorized recording and sharing of any of the victim's photos, videos, or any information online, impersonating identities of victims online or posting lies about the victims to harm their reputation, or filing false abuse reports to online platforms to silence victims."

Dishonesty

Government employees who misrepresent education, experience, training, and eligibility qualifications to qualify for a

particular position will be charged with serious dishonesty.

The CSC issued Resolution No. 2100079 or the Revised Rules on the Administrative Offense of Dishonesty, which aims to further clarify and define the parameters of the classifications of dishonesty in order to aid disciplining authorities in charging the proper offense.

Dishonesty refers to the "concealment or distortion of truth, which shows lack of integrity or a disposition to defraud, cheat, deceive or betray and an intent to violate the truth."

Along with misrepresenting qualifications, the submission of fake and/or spurious credentials relative to one's employment is also considered serious dishonesty under the resolution.

The rules on dishonesty can serve as a deterrent for corruption. It considers Serious Dishonesty such acts that involve

grave abuse of authority, and those where the respondent is an accountable officer and which involves property, accountable forms, or money with the intent to commit material gain, graft, and corruption.

Other circumstances constituting the administrative offense of Serious Dishonesty include acts causing serious damage and grave prejudice to the government such as when the integrity of the office is tarnished or its operations are affected; those exhibiting moral depravity regardless of whether the act is in connection with the performance of duties or not; and those involving civil service examination irregularity or fake civil service eligibility.

Falling under the offense of Less Serious Dishonesty are acts causing less serious damage and prejudice to the government; those involving sums of money or government property where the respondent is not an accountable officer; taking advantage of one's position in committing the dishonest act but not for personal gain or benefit; or taking advantage of one's position in committing the dishonest act but nonetheless benefiting from it.

Circumstances constituting Simple Dishonesty include those that have no direct relation to or does not involve the duties or responsibilities of the respondent, and did not cause damage

or prejudice to the government; or falsification of any official document where the act did not cause damage or prejudice to the government or the information falsified is not related to one's employment. If the respondent did not take advantage of his/her position in committing the dishonest act, and the act did not result in any personal gain or benefit nor caused damage and prejudice to the government, it may also be considered as Simple Dishonesty.

Dishonesty is punishable by either suspension or dismissal from the government service.Ⓜ

REGIONAL NEWS

Distance learning course on R.A. 6713 launched in Region IV

Civil Service Commission Regional Office No. IV (CSC RO IV) launched its inaugural Academic Term for the Online Distance Learning Program on Republic Act No. 6713 on 14 May 2021.

Twenty six (26) learners from 10 provinces in the CALABARZON-MIMAROPA region enrolled in the program.

The DLP is an eight-week self-paced program that aims to educate learners on the duties and responsibilities of public officials and employees, the code of conduct and ethical standards they must uphold, prohibited acts and transactions, and penalties for violations of R.A. 6713; and to empower them to commit to becoming a genuine lingkod bayan through learning activities, sharing sessions, and personal application of the concepts in the Act.



Some of the attendees of the Online DLP on R.A. 6713 during the Orientation Program held via Zoom

During the online orientation via Zoom, Ms. Diana Fiedacan, the Main Facilitator for the program, announced that “the Online DLP on R.A. 6713 practices open admission. It means every legal-aged individual can avail this program.”

Dr. Jeremiah Fameronag, HRD Division Chief, enriched the orientation by facilitating a navigation of Google Classroom, the official Learning Management System. He also encouraged the learners to “continue upholding the CSC value of integrity and

excellence by committing to practice academic integrity and shunning plagiarism”.

To make the DLP on R.A. 6713 inclusive, CSC RO IV continuously offers the Printed Modular modality for internet-independent learners. Currently, 30 learners are taking the DLP under this modality.

The Online and Modular DLP on R.A. 6713 are conducted on a bi-monthly term and share the same Academic Calendar. The second term will commence in July.Ⓜ

Central Visayas HRM Practitioners consulted on PRIME-HRM

Civil Service Commission Regional Office No. VII (CSC RO VII) held a Virtual Process Consulting for PRIME-HRM Assessors, Assistors, and HRM Practitioners of agencies up for assistance last March.

The Process Consulting forum was held on 25 March for agencies in Cebu, 26 March for Negros Oriental and Siquijor, and 30 March for Bohol.

The activity aimed to identify concerns and inputs related to PRIME-HRM (Program to Institutionalize Meritocracy and Excellence in Human Resource Management) from the ground; gather recommendations from stakeholder agencies; and identify

CSC support to increase awareness and appreciation of the program. It facilitated CSC's mapping out of new plans and strategies to effectively render continuous technical assistance to interested agencies.

The common concerns identified by the participants are: top management/local chief executives' support in the implementation of the four (4) core HR systems, agency awareness and knowledge of PRIME-HRM, importance of internet connectivity, identification and familiarization of level indicators and evidence requirements for Maturity Level II, difficulty in preparing the required documents, and the proper conduct of the agency self-assessment.

Recommendations gathered include: conduct of orientation program specific to agency heads/local chief executives to champion PRIME-HRM, re-orientation of key players and employees of the agencies, designation of focal persons per HR system to monitor implementation, documentation of the PRIME-HRM journey, and provision of sample forms and effective communication mechanisms to foster employee understanding and appreciation of PRIME-HRM concepts.

The most important support mechanisms the participants wanted from CSC are: PRIME-HRM orientation and re-orientation of all agency heads (top priority) and employees (not limited only to HRMO

staff), continuous guidance and technical assistance, and a database of awarded agencies for benchmarking purposes.

In his message to participants, CSC RO VII Regional Director Carlos Evangelista emphasized the value of plan-making, citing the words of Pablo Picasso, a famous Spanish painter: “Our goals can only be reached through a vehicle of a plan, in which we must fervently believe, and upon which we must vigorously act, there is no other route to success”.

Director Evangelista likewise encouraged assisted agencies to adopt the team-based work environment approach, focused on strong cross-functional coordination, collaboration, and complementation of efforts towards the attainment of PRIME-HRM excellence in Region VII.

Chief Human Resource Specialist of the Policies and Systems Evaluation Division Cleofe Cecilia S. Gabales presented the list of agencies that signified to be assisted this year, and announced that a mass agency self-assessment in Negros Oriental and Siquijor provinces is scheduled within the semester.

Assistant Regional Director Ariel B. Bacatan expressed hope that the learnings of the Process Consulting Forum will spark the interest of other agencies that have not yet started their PRIME-HRM journey.Ⓜ

CSC Caraga launches weekly talk show

CSC's newest public service program, “CSC Caraga TickTalk”, aired live on 14 May 2021 at 3p.m. via the Civil Service Commission (CSC) Caraga Facebook Page at www.facebook.com/cscpalcaraga.

The maiden episode featured the concept and objectives of TickTalk, as well as the conduct of civil service examinations in the region.

The online talk show aims to raise the level of public awareness on civil service-related matters, and to empower CSC's stakeholders by providing them an interactive venue where they participate in

discussions and give feedback or suggestions.

The second episode aired on 28 May, and starting June, the program goes live every Friday from 3 to 4 p.m.Ⓜ



Joining the host, Ms. Marilyn T. Yballa, Chief Human Resource Specialist of the Public Assistance and Liaison Division, were CSC Caraga Acting Director IV Winston L. Plaza (center) and Acting Director III Christopher C. Mabale (left).

Groundbreaking for Sarangani building held

The Civil Service Commission Field Office-Sarangani (CSC FO-Sarangani) held a groundbreaking ceremony for the construction of its new office building on 8 April 2021 at the Sarangani Provincial Capitol compound in Alabel, Sarangani.

Groundbreaking for Sarangani building. From left to right: Mr. Enrique D. Adame Jr. of Adame Construction and Supply, CSC RO XII Director III Venus O. Bumaniag, CSC RO XII Director IV Resurreccion P. Pueyo, Engr. Gerald Faciol of LGU Sarangani, and CSC RO XII Director II Edna C. Nebrija-Mahinay head the Groundbreaking Ceremony for the CSC Field Office-Sarangani's new office building.

Present during the event were CSC Regional Office No. XII (CSC RO XII) Regional Director Resurreccion P. Pueyo, Assistant Regional Director Venus O. Bumanlag, Director Edna C. Nebrija-Mahinay, and other CSC RO XII employees.

Also joining the ceremony were Assistant Provincial Administrator of PGO-Sarangani Province Engr. Gerald G. Faciol, who represented Sarangani Governor Steve Chiongbian Solon; Alabel, Sarangani Mayor Vic Paul M. Salarda; officers of the Council of Human Resource Management Practitioners of Sarangani and General Santos City (CHRMP-SarGen) led by Mr. Ken Neil Javier; Engineers Rodolfo

Solomon and Rommel Jay Tabanao of the Sultan Kudarat State University who assisted the CSC RO XII in the preparation of the building plan, and the contractor, Mr. Enrique D. Adame, Jr. of Adame Construction and Supply.

The 300-square-meter lot where the building is to be constructed was acquired through the effort of former CSC FO-Sarangani Director II Glenda Foronda-Lasaga. The Deed of Usufruct between the Provincial Government of Sarangani and the CSC was sealed in 2018.

The two-storey building is expected to be finished within 120 calendar days.📍



CSC RO XII representatives join the Groundbreaking Ceremony at the Sarangani Provincial Capitol Compound in Alabel, Sarangani.

In the midst of the COVID-19 pandemic, the Civil Service Commission's (CSC) Contact Center ng Bayan (CCB) has remained fully operational, posting a 97.91% resolution rate in 2020.

As a public feedback facility, the CCB acted on 96,613 out of 98,675 tickets requiring action received in 2020. The CCB receives and acts on public feedback sent thru its text messaging service, email, website, and CSC Facebook page. The CCB Hotline 1-6565 was made temporarily unavailable from 16 March to 31 December 2020 due to the varying degrees of community quarantines implemented in the National Capital Region,

Majority or 91.78% of the transactions were queries from clients with a total of 90,563; requests for assistance with 4,813 or 4.88%; 2,462 or 2.50% were complaints; 711 or 0.72% were commendations; and 126 translating to 0.13% were suggestions.

In 2020, "slow process" and "discourteous frontliners" ranked first and second, respectively, in the nature of complaints received by the CCB, accounting for 53.39%. Majority of the complaints are attributed to the dissatisfaction of customers on the way government agencies handled the distribution of SAP or cash aid during the pandemic.

But how does the CCB handle public feedback and the process from receipt to resolution?

How CCB Handles Feedback from the Public

CONTACT CENTER NG BAYAN



Citizen's Guide

Tickets are categorized as simple or complex. Simple are general queries that can be handled by the agents while complex reports are elevated to agencies with jurisdiction over them to be properly addressed.

Referrals are addressed to the heads of agency in compliance with Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018. Section 8 on the Accountability of Heads of Offices and Agencies, states, "The head of the office or agency shall be primarily responsible for the implementation of this Act and shall be held accountable to the public in rendering fast, efficient, convenient and reliable service. All transactions and processes are deemed to have been made with the permission or clearance from the highest authority having jurisdiction over the government office or agency concerned."

Referred complex tickets remain active until resolved.

Government agencies have credited CCB data and recommendations as basis for improving the quality of service delivered to clients. For instance, the Social Security Service (SSS), due to perennial ranking as one of the most complained agencies, has pushed for the "digitalization and the process of acquiring new digital infrastructure for the improvement of its services to its members and pensioners".

Since its establishment in 2012 through the joint initiatives of the CSC and the then National Computer Center (now Department of Information and Communications Technology), the CCB has received and acted on a total of 797,621 transactions. It has been tapped in 2016 to handle the initial operation of the Citizen's Complaint Hotline 8888 before it was turned over to the Office of the President on 4 November 2017.

In his 2019 State of the Nation Address (SONA), the President cited CCB data in naming the top five most complained agencies with the challenge to "drastically" improve services. The statement of the President encouraged the public to use the CCB facility to report their concerns in transacting with government offices.

In 2020, the Office of the President published, The President's Penultimate Report to the People, citing the CCB. According to the report, "By providing the public with a platform to easily air out their concerns, we were able to closely look at sources of public dissatisfaction and address them accordingly."®

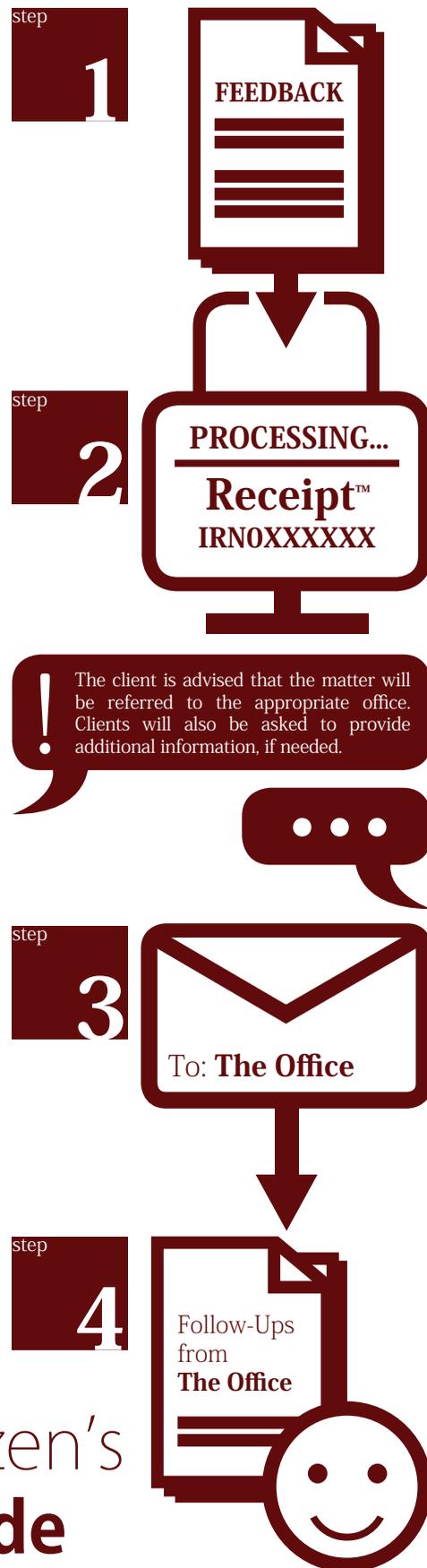
Feedback is received via Short Messaging Service (SMS) 09088816565, Email Address: email@contactcenterngbayan.gov.ph, CCB Website: www.contactcenterngbayan.gov.ph, or the CSC Official Facebook Page: https://www.facebook.com/civilservicegovph. A ticket is created for every feedback received, and classified as simple or complex concern.

The CCB agent issues acknowledgement receipt and ticket reference number.

The CCB prepares a referral letter and forward to the concerned office within three (3) working days.

Follow-ups are made with the concerned government office after three days from non-receipt of reply and updates are provided to the customer within one day from receipt of feedback.

Citizen's Guide



COVER STORY

GOING PUBLIC

A GUIDE TO ENTERING GOVERNMENT SERVICE

Ever thought about working in government? Maybe you're looking for a meaningful career serving your country, or you heard that it may be a good place to get rigorous experience in your field.

In this issue of the Civil Service Reporter, we deep-dive into the basics of entering government service. We discuss the stages from application to appointment. We enumerate the things you will need to know as a new hire, as well as the benefits and obligations that will come with your employment. Lastly, two civil servants dish out their story about how and why they joined public service.

Whatever reason you may have, and whether you're a fresh graduate or just someone looking to switch careers, the Civil Service Commission (CSC) hopes that these information can help you and many others to consider leading a fulfilling career in public service.

First Things First

The civil service is a very large organization composed of more than 1.7 million individuals dispersed among thousands of government agencies and offices nationwide. It is divided into two main classifications: the career service and the non-career service.

The **career service** is composed of positions whereby appointment is made on the basis of merit and fitness to be determined, as far as practicable, by competitive examination or based on highly technical qualifications. It consists of positions with permanent employment status that provide security of tenure (meaning, employees can only be removed for cause provided by law) and opportunity for advancement to higher career positions.

The **non-career service** is characterized by entrance on bases other than those of the usual tests of merit and fitness, and tenure is limited to a period specified by law. It comprises of positions such as elective officials, officials of Cabinet rank, and those with the following employment status: temporary, substitute, coterminous, fixed term, contractual, and casual.

You may see a job posting under Job Order (JO) or Contract of Service (COS) basis. Both cases are neither part of the career nor the non-career service. There is no employer-employee relationship and the period of service cannot be credited as government service.

JO is defined as piece work (*pakyaw*) or intermittent or emergency jobs of short duration. COS, on the other hand, is the engagement of services or technical expertise of an individual or organization to undertake a special project within a specific period.

In employment under JO or COS basis, tenure and the conditions of employment are based on what is written in the job order or contract.

When you see a job posting for a particular vacant position, it is important that you understand these things because your tenure and conditions of employment will be dependent on the classification of position and its corresponding employment status.

Searching for Vacancies

Gone are the days when you have to search the Classified Ads for a job. Nowadays, job opportunities are posted in the bulletin board of government offices and the Careers section of government websites.



Under Republic Act No. 7041, vacant positions authorized to be filled shall be published/posted in three conspicuous places for at least 10 calendar days and at least 15 calendar days for local government units (except for positions exempted from publication). Agencies may also publish vacancies in newspapers, the agency website, employment websites, and social media.

Thousands of vacancies nationwide are also posted in the CSC Online Job Portal (www.csc.gov.ph/career). Agencies regularly submit to the CSC an electronic copy of their list of vacant positions in the career service for posting in the job portal, making it a central database of job vacancies in the public sector.

What details should you watch out for when viewing job postings? Primarily, know the set of qualifications required of each applicant. These are called Qualification Standards (QS) or the minimum requirements for career service positions in terms of education, experience, training, and eligibility. Some agencies include competencies as part of their qualification requirements.

Experience Sheet, a vital attachment to the PDS which includes the relevant employment history of the applicant, accomplishments, and job descriptions. You will be asked to submit documents showing that you have met the QS of the position, such as certified true copy of diploma and transcript of records, authenticated copy of Certificate of Eligibility or valid license from the appropriate regulatory agency, as the case may be, and copy of training certificates.

It is good practice to submit a cover letter along with these requirements. A well-written cover letter should capture your work history and professional skills or strengths, and explain why you would be a good fit for the organization.

Other details to note are the closing date or last day of submitting applications, and to whom to send or address your application.

Screening of Applications

Agencies may appropriately use deep selection process involving a series of assessments, examinations, and interviews. The exact process for screening applications is detailed in the agency's Merit Selection Plan (MSP), which contains the systematic method of evaluating and selecting candidates to government positions.

The MSP must conform to the principles of merit and fitness and of equal employment opportunity. The MSP must also be approved by the CSC before it can take effect.

Example of Qualification Standards

Position:
Nursing Attendant I
Agency:
Philippine Air Force

Education:
Elementary school graduate
Training:
None required
Work experience:
None required
Eligibility:
None required

Applicants have to meet all of the QS to be considered qualified for the position. Likewise, agencies must ensure that appointees fully meet the QS as appointments in the career service go through the CSC for attestation. (More on this later.)

Common requirements to be submitted include a Personal Data Sheet (CS Form No. 212, Revised 2017), together with the Work

Do you always need to pass the civil service exam to work in government?

Not really. Some entry level positions, especially in the lower levels of the bureaucracy, do not require any type of eligibility as the qualifications are bare minimum. Other positions require an appointee to possess the required license/rating instead of an eligibility obtained from passing the civil service exam. A doctor, for instance, would need a professional medical license, while a driver would need a driver's license.

Eligibility is not required for appointment to non-career service positions, such as contractual and casual (but preference should be given to civil service eligibles, and the corresponding professional license is still required for positions that involve practice of profession. For example, a coterminous Attorney position requires an applicant to possess the Bar eligibility.) Employment under JO and COS basis generally does not have an eligibility requirement.

Aside from passing the civil service exam, there are also alternative ways to obtain eligibility as the CSC grants eligibilities by virtue of special laws and issuances. Examples of these are Honor Graduate Eligibility, Barangay Official Eligibility, and Skills Eligibility. These are appropriate for permanent appointment to certain types of positions.

In every agency, a Human Resource Merit Promotion and Selection Board, composed of selected officers and rank-and-file employees, is responsible for assisting the appointing officer/authority in the judicious and objective selection of candidates for appointment in accordance with the MSP. Based on the assessment of candidates, the board must submit to the appointing authority the top five ranking candidates, at most, who are deemed most qualified for appointment.

Then, the appointing authority, in the exercise of his/her sound discretion and as far as practicable, chooses from among the top-ranking candidates whom to appoint to the vacant position.

While external candidates would have an edge when there is no internal candidate most suitable for the job or when outside expertise is needed, hiring from within also

The power of appointment as a discretionary power:

"Appointment is an essentially discretionary power and must be performed by the officer in which it is vested according to his [or her] best lights, the only condition being that the appointee should possess the qualifications required by law. If he does, then the appointment cannot be faulted on the ground that there are others better qualified who should have been preferred. This is a political question involving consideration of wisdom which only the appointing authority can decide."

(Luego vs. CSC, G.R. No. L-69137, 5 August 1986)

has its merits. Qualified existing employees may already understand the vision and goals of the organization as well as the ins and outs of the job.

In government, candidates, whether internal or external, should be given equal playing field in recruitment and selection. Section 21 of Executive Order No. 292, Book V, Chapter 5 says: "Opportunity for government employment shall be open to all qualified citizens and positive efforts shall be exerted to attract the best qualified to enter the service."

The same section also promotes the concept of next-in-rank and succession planning, whereby qualified next-in-rank employees inside the agency shall be considered for promotion.

Regardless of whether candidates come from inside or outside the agency, the

principle of merit and fitness in appointment would take precedence. Section 21 further states: “Employees shall be selected on the basis of fitness to perform the duties and assume the responsibilities of the position.”

Did you know that...

...the CSC monitors the number of appointees using their eligibility for the first time (for permanent-original appointment)? A total of 9,663 eligibles were absorbed into government service in 2020, showing that despite the pandemic, the public sector continued to provide employment opportunities to deserving Filipinos.

...CSC Regional Offices, through their Field/Provincial Offices, sift through thousands of appointments each year? From January to November 2020, they acted upon 569,604 appointments out of the total 610,433 appointments received within the year, including pending appointments from previous years.

Congratulations, You're Hired! What Now?

You will receive a copy of your appointment, which takes effect immediately on the date it was signed by the appointing authority. Then, the agency will schedule with you a day when to take your oath of office and start assuming the duties of the position.

Your appointment will be submitted for attestation to the CSC, which will check if appointment procedures were observed. The CSC has the power to disapprove or invalidate appointments that did not comply with civil service law, rules, and regulations, such as when the appointee does not meet the prescribed QS of the position, or the appointment was issued in violation of the CSC-approved Merit Selection Plan of the agency.

Before reporting, you will have to undergo a Pre-Employment Medical-Physical Examination consisting of a blood test, urinalysis, chest x-ray, drug test, and if requested by the agency, a neuropsychiatric exam.

Agencies usually conduct orientation sessions for new employees to introduce the organization, give a tour of the offices, and

inform them of their benefits and the internal rules and regulations.

Make sure to read Republic Act No. 6713 or the Code of Conduct and Ethical Standards for Public Officials and Employees. It contains the eight (8) norms or standards of conduct that government workers must adhere to. These are Commitment to Public Interest, Professionalism, Justness and Sincerity, Political Neutrality, Responsiveness to the Public, Nationalism and Patriotism, Commitment to Democracy, and Simple Living.

R.A. 6713 also contains provisions regarding the submission of the Statement of Assets, Liabilities, and Net Worth or SALN. The purpose of the SALN is to promote transparency in the civil service and to deter government officials bent on enriching themselves through unlawful means. You are duty-bound to submit your SALN within 30 days after assuming office, on or before 30 April of every year thereafter, and within 30 days after separation from the service.

As a new hire, you will be placed under probationary period, generally for six months, for a thorough assessment of your performance and character. You will set and agree on performance targets and work output standards together with the head of agency and your immediate supervisor. These will be the bases for evaluating your performance while on probation.

Benefits and Obligations

When we said that working in government can be rewarding, we don't necessarily mean in terms of monetary value. Whatever your job description may be, being part of an organization dedicated to serving the public can give a sense of honor and achievement. Actor-turned-California Governor Arnold Schwarzenegger summed it up perfectly: “I guarantee you will discover that, while public service improves the lives and the world around you, its greatest reward is the enrichment and new meaning it will bring your own life.”

That is not to say there are no practical perks. For one, employment in the public sector is relatively more stable. In times of crisis such as a pandemic, businesses may shut down but work in government continues and is needed more than ever. Compensation rates in government have also been raised and made more competitive with prevailing market rates.

Civil servants enjoy monetary incentives such as yearend and midyear bonus, cash gift, and loyalty bonus. They get 15 days' sick leave and 15 days' vacation leave annually on top of other leave privileges such as three-day leave for personal milestones, maternity leave, paternity leave, and adoption leave.

Government agencies, through a Collective Negotiation Agreement between the management and the employees' association, may provide medical benefits, cash incentives, among other employee welfare programs aside from those mandated by law.

There are also a lot of opportunities to help with professional development such as scholarships and attendance to trainings, both domestic and abroad.

On the flipside, public service is an enormous responsibility and nothing better encapsulates this than the principle enshrined in the Philippine Constitution, which says, “Public office is a public trust. Public officers and employees must, at all times, be accountable to the people, serve them with utmost responsibility, integrity, loyalty, and efficiency; act with patriotism and justice, and lead modest lives.”

Because of this, government employees are held up to the highest standards of performance and ethical standards and often find themselves under scrutiny of the public. There are performance management and employee discipline systems in place to keep civil servants in check. Consistent poor performance can lead to demotion or termination, while errant behavior can result in disciplinary action.

Make the Choice

Indeed, succeeding in public service requires a considerable amount of grit, dedication, and selflessness. American politician Margaret Chase Smith said that there is more to public service than just doing your job well. “It must be a complete dedication to the people and to the nation with full recognition that every human being is entitled to courtesy and consideration, that constructive criticism is not only to be expected but sought, that smears are not only to be expected but fought, that honor is to be earned, not bought,” she said.

If your heart is truly meant and prepared for public service, go ahead and submit that application. It might just be the best career decision you'll ever make.👏

Public service newbie: Gerome Neil Sanchez

What position did you apply for?

I applied for the position of Human Resource Specialist I in the Civil Service Commission.

How did you know about the vacancy?

I saw it on JobStreet.

What type of CS eligibility do you have?

CS Professional eligibility (2nd Level)

How did you know the qualification standards required for the position? Were they clear to you or did you need further assistance to understand the QS?

The post/advertisement in JobStreet already indicated the qualifications for the position but I also visited the CSC website for more information.

Why did you join the public service?

I have been working in the private sector for a little more than 4 years, I wanted to pursue a different career path and try it in the public sector. I also wanted to prove to myself that not everyone in the public service are corrupt and some are still there to serve the country and the Filipino people.

What benefits do you see in starting a career in the public service?

Aside from stability and career growth, one of the best things in my line of work now is helping civil servants with our programs like the Public Service Values Program where we aim to create a critical mass of servant heroes who are advocates of our public service values—Patriotism, Integrity, Excellence, and Spirituality.

Message for people who are considering to join the public service.

For those who are considering to work in the public sector please be patient. Yes, most of the time the recruitment process of different agencies may take several weeks, but if you pass the screening, it will all be worth it especially with the work that we do or will do for the country.

Public service newbie: Judy Magtangob

What position did you apply for?

I am currently a Human Resource Specialist I at the Civil Service Institute.

How did you know about the vacancy?

I learned about this position through the Civil Service Commission's posting in its official website (csc.gov.ph/career).

What type of CS eligibility do you have?

I have a Career Service Professional eligibility.

How did you know the qualification standards required for the position? Were they clear to you or did you need further assistance to understand the QS?

The qualification standards for my position were clearly stated in the CSC's job posting that's why when I applied for my job, I already have an idea of the competencies required of me, and what my tasks will be.

Why did you join the public service?

Initially, I joined the government because of the benefits for the employees. There is a security of tenure, better leave benefits and I like the work schedule. But then, the longer I stayed the more that I realize that working in the government should not only be about the benefits that you receive but foremost, should be about what you can offer for the goodness of the public.

What benefits do you see in starting a career in the public service?

Working in the government could also help in my personal development. Because aside from the employment benefits, I have more free time to attend many trainings and enroll for a course should I decide to study again.

Message for people who are considering to join the public service.

When you plan to join the public service, make sure that you do it because you want to serve the public. The employment benefits and your career advancement simply follow. Only then can we really love and enjoy our job, and be able to stay long in the service.

¹Estrella Abid-Babano vs. Executive Secretary, G.R. No. 201176, 28 August 2019.

Sources:

- Executive Order No. 292 [BOOK V/Title I/Subtitle A/Chapter 2 – Coverage of the Civil Service]
- COA-DBM Joint Circular No. 2, s. 2020 (Updated Rules and Regulations Governing Contract of Service and Job Order Workers in the Government)
- Republic Act No. 7041 (Publication Law)
- 2017 Omnibus Rules on Appointments and Other Human Resource Actions, Revised July 2018
- Republic Act No. 6713 (Code of Conduct and Ethical Standards for Public Officials and Employees)



JOINING THE GOVERNMENT SERVICE

A presentation by CSC Chairperson Alicia dela Rosa-Bala during the “College to Career Webinar Series” sponsored by Kabayan Partylist, 28 May 2021.

Speaking before all of you today through this online platform, I suddenly remember that 40 years ago, I was exactly in the same situation where you are right now...thinking how and where to pursue my career, in the government? Or the private sector? Well obviously, I made the decision to join government service since 1980 until now. With that, allow me to ask you the same questions I pondered on to arrive at such decision.

Do you want to pursue a career that will allow you to make a difference in the lives of Filipinos? Do you want to join an organization that offers professional development and advancement opportunities as well as competitive pay and benefits? If you answered yes to any of the questions, allow me to be of service by giving you a brief orientation on, “Joining the Government Service.”

Public service is a special calling. It is not for everyone and those who respond to the call pay a price. The price is submitting to very high standards of professional conduct; accepting public scrutiny and accountability; learning to hold a public trust and to put public interests ahead of self; respecting the authority of law and of democratic will; and entering into a community that values these as the foundations of good government. The values of public service are both its pride and its reward.

“A Strong Foundation” report by the Task Force on Public Service Values and Ethics in Canada

THE PHILIPPINE CIVIL SERVICE

Since the establishment of the Philippine Civil Service in the 1900s, the government has had evolved into what we can consider today as an “Employer of Choice”.

The next slides are not in any way meant to discourage you, but to prompt a deep reflection, a soul-searching to determine if a career in government service is your “calling.” Because for me, it is.

PUBLIC SERVICE AS A CALLING

A report entitled “A Strong Foundation” of the Task Force on Public Service Values and Ethics in Canada aptly described public service as a “calling”. To quote, “Public service is a special calling. It is not for everyone and those who respond to the call pay a price. The price is submitting to very high standards of professional conduct; accepting public scrutiny and accountability; learning to hold a public trust and to put public interests ahead of self; respecting the authority of law and of democratic will; and entering into a community that values these as the foundations of good government. The values of public service are both its pride and its reward.”

Fundamentally, being in government requires an understanding and willingness to adhere to what was explicitly stated on Section 1, Article XI of the 1987 Philippine Constitution, “Public Office is a public trust.

Let me share the pertinent portions of the Decision of the Supreme Court in the case of Zamboanga vs. CA, G.R. No. G.R. No. 80270 February 27, 1990, which reads, as follows: “Government officials and employees must at

all times be accountable to the people, serve them with utmost responsibility, integrity, loyalty and efficiency and act with patriotism and justice, and lead modest lives.

REPUBLIC ACT NO. 6713 AS GUIDING PRINCIPLE

Apart from this, the 1.7 million state workers are governed by the Code of Conduct and Ethical Standards for Public Officials and Employees or Republic Act No. 6713. The 30-year-old law prescribes eight norms of conduct: commitment to public interest, professionalism, justness and sincerity, political neutrality, responsiveness to the public, nationalism and patriotism, commitment to democracy, and simple living.

RA No. 6713 also requires the annual disclosure of an official or employee’s assets, liabilities, business interests and financial connections. It instructs that a government official or employee must answer a query or attend to a request for service within 15 days. And it mandates that “all public documents must be accessible to, and available for inspection by the public within reasonable working hours.”

JOINING THE GOVERNMENT 101

Since we have settled the matter on what is required of you when you enter public service, let us proceed with the Joining the Government Service orientation proper.

I will introduce the Civil Service Commission and its role in the recruitment, selection and placement of people in government, the classifications and classes of positions in government, the job requirements in the

government service, and the hiring process and requirements in government pursuant to Civil Service Law and rules.

I will also share one new policy on appointments and other HR actions issued in response to the COVID-19 Pandemic called the IGAOHRA, short name for Interim Guidelines for Appointments and Other Human Resource Actions.

CSC MANDATE

The CSC was created under the 1987 Constitution as an independent constitutional commission and as the central personnel agency of government. Sec 3, Article IX-B of the 1987 Constitution mandates the CSC to:

- Establish a career service;
- Adopt measures to promote morale, efficiency, integrity, responsiveness and courtesy in the civil service;
- Strengthen the merit and rewards system;
- Integrate all human resources development programs for all level and ranks; and
- Institutionalize a management climate conducive to public accountability.

On the other hand, Executive Order No. 292 or otherwise known as the Administrative Code of 1987 provides the following power and functions, among others: Administer and enforce the constitutional and statutory provisions on the merit system for all levels in the Civil Service; Prescribe, amend and enforce rules and regulations for carrying into effect Civil Service Law, and other pertinent laws; and Promulgate policies, standards and guidelines for the Civil Service;

SCOPE OF THE CIVIL SERVICE

The Civil Service embraces all branches (Executive, Legislative and Judiciary), subdivisions, instrumentalities, and agencies of the government, including government-owned or controlled corporations with original charters. The civil service covers all officials and employees in the career and non-career service.

All agencies in government are governed by Civil Service Law and rules.

POSITIONS IN THE CIVIL SERVICE

At this point, we move on to discuss the Classifications and Classes of Positions in the Civil Service.

Under Civil Service law, positions in government for which persons may be appointed to are classified into two: the Career Service and Non-career Service.

THE CAREER SERVICE

The Career Service is characterized by 1) entrance based on merit and fitness, determined thru competitive exams, or based on highly technical qualifications; 2) opportunity for advancement to higher career positions; and 3) security of tenure. It has seven (7) categories, namely:

- 1. The Open Career** – Generic or service-wide positions in the government service are examples of Open Career positions.
- 2. The Closed Career** – Closed Career positions are scientific or highly technical in nature such as Faculty and academic staff of State Universities and Colleges or SUCs and Scientific and technical positions in scientific or research institutions Agencies with Closed Career positions have their own merit systems.
- 3. The Career Executive Service (CES)** refers to the following positions, all of whom are appointed by the President of the Philippines:
 - Undersecretary;
 - Assistant Secretary;
 - Bureau Director;
 - Assistant Bureau Director;
 - Regional Director;
 - Assistant Regional Director;
 - Chief of Department Service; and
 - Other officers of equivalent rank as may be identified by the Career Executive Service Board (CESB)
- 4. The Foreign Service Officers or FSOs** – FSOs are employed in the Department of Foreign Affairs (DFA) who may be stationed in Philippine embassies and consulates worldwide.



5. Commission Officers in the Armed Forces – These are officers of the Armed Forces of the Philippines or AFP who have a separate merit system in the military.

6. Personnel of Government-Owned or Controlled Corporations (GOCCs) with original charters – These are employees in GOCCs with original charter.

7. Permanent laborer positions are those who are appointed to 1st level positions with the duties requiring non-professional or subprofessional capacity of less than four years of collegiate studies.

LEVELS IN THE CAREER SERVICE

There are three (3) levels of positions in the Career Service.

We have the First Level which covers clerical, trades, crafts, custodial service positions which involve non-professional or subprofessional work requiring less than four (4) years of collegiate studies.

We have the Second Level which covers professional, technical, and scientific positions which involve professional, technical, or scientific work in a non-supervisory or supervisory capacity requiring at least four (4) years of college work up to Division Chief. This includes the executive/managerial positions in the second level.

Finally, we have the Third Level which covers positions in the Career Executive Service with the President of the Philippines as the appointing officer/authority. CESOs belong to this level.

THE NON-CAREER SERVICE

The other classification is the Non-Career Service which has the following characteristics:

Entrance is based other than those of the usual test of merit or fitness utilized for the Career Service; and

Tenure which is limited or fixed to a period specified by law, or fixed term appointments, or which is limited to the duration of a particular project or activity.

The Non-Career Service include the following officials and employees: Elective officials and their personal or confidential staff; Secretaries and other officials of the Presidential Cabinet rank who hold their positions at the pleasure of the President and their personal or confidential staffs; Chairpersons and members of commissions and boards with fixed terms of office and their personal or confidential staff; Contractual employees whose employment in the government is in accordance with a special contract to undertake a specific work or job, requiring special or technical skills not available in the employing agency, to be accomplished within a specific period, which in no case shall exceed one year, and performs or accomplishes the specific work or job, under his own responsibility with a minimum of direction and supervision from the hiring agency; and Emergency and seasonal personnel such as casual employees or laborers with appointments that last for six (6) to one (1) and are renewable.

QUALIFICATION STANDARDS

In the hiring and selection of employees, government agencies use the minimum or basic requirements set for the position, known as the Qualification Standards (QS).

The QS for every position in government are established by the department or agency, with the assistance and approval of the CSC in accordance to pertinent laws

of Congress and the rules and regulations promulgated by concerned agencies such as the Professional Regulation Commission (PRC) and Commission on Higher Education (CHED).

The CSC evaluates requests from government agencies should they wish to set a higher or specific QS for their positions.

The assessment of candidates may involve the determination of one's competencies which are established by agencies based on the duties and responsibilities of the positions as indicated in the Position Description (PDF) or the Job Description of the position.

THE QS DIMENSIONS

QS have four (4) dimensions, namely: Education, Experience, Training, and Eligibility

Education:

Education refers to the formal or non-formal academic, technical, or vocational studies that will enable the candidate to successfully perform the duties and responsibilities indicated in the PDF of the position to be filled.

DepEd certificates of shall be considered as valid documents for appointment to positions requiring completion of elementary or high school education.

Diploma and certificate from CHED-recognized institutions shall be required for positions requiring college education.)

Experience:

Experience refers to the previous jobs in either the government or private sector, whether full-time or part-time as certified by the HR officer or supervisor in the previous agency or employer.

Relavant experience means one's experience should be functionally related to the duties of the position based on the PDF.

Training:

Training refers to formal and non-formal training courses and HRD interventions such as coaching, mentoring, job rotation, seminars, workshops, and others.

Training or learning and development (L&D) interventions are intended to enable the employee to successfully perform the duties and responsibilities of the position.

Eligibility:

Eligibility refers to the result of passing a merit and fitness tests conducted by the CSC, jointly conducted by CSC with other agencies, board examinations of the PRC, Bar and Shariah Bar Examinations of the Supreme Court (SC), and the Career Executive Service examinations of the CESB for third level positions or appointments.

Aside from the ETEE dimensions, the CSC including some government agencies have already adopted the competency framework in the recruitment, selection and placement process.

ELIGIBILITY THROUGH THE CS EXAM

In line with the mandate of the CSC over the conduct of merit and fitness tests for entrance in the government service, the CSC administers the Paper-and-Pen Test or PPT and the Computerized Examination or COMEX for the Sub-professional and Professional levels.

Successful examinees will be issued a Certificate of Eligibility or CSC ID which they can present to the government agencies where they wish to be employed for their job application.



SPECIAL ELIGIBILITIES

Civil service eligibility may also be obtained pursuant special laws. The following special eligibilities that may apply to some are:

- Honor Graduate eligibility – those who graduated summa cum laude, magna cum laude, cum laude in their baccalaureate degrees
- RA 1080 – Bar/Board eligibility
- Electronic Data Processing Specialist Eligibility – proficiency test conducted by the DICT on Systems Analysis and Design, Computer Programming

RECRUITMENT, SELECTION AND PLACEMENT PROCESS

Let me now walk you through the Recruitment, Selection and Placement Process in Government.

Government agencies use recruitment, selection and placement system based on Civil Service laws and issuances, such as the 2017 ORAOHRA which is the basis for the establishment of the agency Merit Selection Plan or MSP.

1. The filling of vacancies in government starts with the publication and posting of vacant positions as required under Republic Act (R.A.) No. 7041 or the Publication Law.

- Publication can be done in various modes:
- Newspaper of national or local circulation
- Agency website; and through
- Job search engines.

2. Job seekers will then have to submit their job applications to the agency where there is vacancy. The QS and documentary requirements that need to be complied with or submitted are found in the publication/posting of vacancy.

3. Following the publication is the assessment of qualified applicants. Agencies can adopt various assessment methodologies depending on the nature of work attached to the position and the requirements of the agencies.

Agencies are required to have a Human Resource Merit Promotion and Selection Board or HRMPSB, which is a body that shall assist the appointing officer/authority in the judicious and objective selection of candidates for appointment.

4. The appointing officer/authority shall be guided by the report of the HRMPSB's assessment of candidates and in the exercise of sound discretion, select from among the candidates deemed most qualified for appointment to the vacant position.

5. Lastly, the selected candidate will be issued an appointment.

PUBLICATION OF VACANCIES

To access online posting of government job vacancies especially at this time of pandemic, you can visit the CSC Job Portal by typing "csc.gov.ph/career" as flashed on the screen, as well as agency websites

Government vacancies can also be viewed through Jobstreet.com in partnership with Jobstreet.

MERIT PROMOTION SELECTION

In selecting applicants, government agencies are required to observe the Equal Employment Opportunity Principle (EEO) and Gender Equity, Disability, and Social Inclusion (GEDSI) as entrance or appointment in the government shall be based on merit and fitness.

In so saying, agencies cannot use certain characteristics as reasons to hire or reject candidates or make employment decisions to unfairly or whimsically discriminate.

This is to ensure that there shall be no person or applicant for a government position will face rejection or difficulties for reasons unrelated to the effective delivery of public service and performance of duties.

STATUS OF APPOINTMENT

The Status of Appointment issued to appointive officials and employees in the government service may be any of the following:

1. **Permanent** – This is the status of appointment for a person who meets all the qualification requirements of a position which include education, experience, training, eligibility and other requirements;
2. **Temporary** – This is for a person who meets the education, experience and training requirements for the position to which one is being appointed to, except for the appropriate eligibility requirement;

3. **Substitute** – This is applicable when the regular incumbent of a position is temporarily absent or unavailable to his/her perform the duties and responsibilities. An available and a qualified person can substitute for him/her through a Substitute appointment;

4. **Coterminous** – This is the appointment whereby its tenure or effectivity is limited to a period specified by law or whose continuity in the service is based on the trust and confidence of the appointing officer/ authority or of the head of the organizational unit where assigned;

5. **Fixed term** – This appointment is issued to a person with a fixed or specified term of office. An example of this is the appointment of an SUC President whose term is fixed under the university or college charter and by-laws;

6. **Contractual** – This is issued to a person with a special contract with the government to undertake local or foreign-assisted projects or a specific work or job requiring special or technical skills not available in the agency, to be accomplished within a specific period;

7. **Casual** – This is issued for the essential and necessary services needed by an agency where it has no enough regular staff, and for emergency cases; and

8. **Provisional appointment for teachers** – This is issued to teachers who meets all the requirements of the position except the eligibility in the absence of a qualified eligible actually available and who is willing to accept appointment.

NATURE OF APPOINTMENTS

Section 11, Rule IV of the 2017 Omnibus Rules on Appointments and Other Human Resource Actions or the ORAOHRA provides for the Nature and Status of appointments in the government service.

For Nature of Appointment, we have:

1. **Original** – This applicable to the first or initial entry of the appointee whether in the Career or Non-Career Service;
2. **Promotion** – This refers to the advancement of a career employee from one position to another career position;

3. **Transfer** – This is the appointment for an employee from one position to another of equivalent rank, level or salary without gap in the service within the same agency or across another agency;

4. **Reemployment** – This is applicable when an agency hires a person who was previously employed in the government service who have incurred a gap in the service;

5. **Reappointment** – This is applicable to appointment as a result of reorganization, agency right-sizing or similar events. Reappointment is also applicable to the appointment of a career employee to a position in the non-career service or vice versa;

6. **Demotion** – This refers to the appointment issued for a lower position which could either be voluntary or a result of a disciplinary case or action involving the appointee as penalty;

7. **Reinstatement** (to a comparable position) – This is used when an employee is being restored to his/her position as a result of a decision or after separation from the service due to the abolition of the position requiring the issuance of an appointment to a comparable position; and finally,

8. **Reclassification** – It is used when an appointment is issued due to substantial change in the regular duties and responsibilities of the position by the Department of Budget and Management (DBM).

Reclassification may result in the change of position attributes, namely: position title, level and/or salary grade.

The Nature of Appointment can be seen in the appointment paper.

THE INTERIM GUIDELINES ON APPOINTMENTS AND OTHER HUMAN RESOURCE ACTION ACTIONS

As we are dealing with the COVID-19 pandemic, the CSC issued the Interim Guidelines on Appointments and Other Human Resource Action Actions for the

Period of State of Calamity Due to COVID-19 Pandemic or IGAOHRA in 2020 to address the pressing concerns in the recruitment, hiring and the movement of government personnel given the health protocols, mobility restrictions, and frontline service needs of the public.

The IGAOHRA has taken effect since 16 March 2020 or when the State of Calamity was declared by the President of the Philippines

It is supported by the issuances of the Office of the President (OP) and the IATF-IED or the Inter-Agency Task Force on Emerging Infectious Diseases.

Mainly, the IGAOHRA promotes the continuation of the publication and posting of vacancies in the CSC Website and the agency website.

Furthermore, the posting of vacancies is allowed through job search websites, agency social media accounts, job search web engines and even radio announcement for wide dissemination.

IGAOHRA EASES THE RECRUITMENT PROCESS

Agencies are now allowed to use virtual means of assessment, such as online competency assessments, video conferencing for interviews and HRMPSB deliberations.

With the IGAOHRA, agencies are allowed to electronically submit appointment papers issued by government agencies for CSC approval/validation.

This would mean that new appointees may be allowed to assume office immediately and they need not wait for things to normalize and go back to the way we used to be before the pandemic.

Appointees who have assumed their duties during the implementation of the Alternative Work Arrangement or AWA, such as Work-From-Home (WFH), can undergo and finish their probationary period. Probationary period will only be extended if the job requires physical or onsite reporting in the workplace.

IGAOHRA ENSURES CONTINUED PROVISION OF CRITICAL SERVICES

For positions involving essential services, such as those in field of health and medicine, agencies may fill vacancies that were vacated due to promotion while the promotional appointment of the previous incumbent is pending CSC's approval/validation.

This is a relaxation of the policy under Section 96 of the 2017 ORAOHRA which regulates the filling up of vacancies resulting from promotional appointments, also known as chain of promotion, as protection to the concerned appointees in case of CSC disapproval/invalidation of appointment.

APPOINTMENT REQUIREMENTS

Once the appointing officer/authority appoints the selected candidate, the agency shall submit the appointment paper and other documentary requirements to CSC for approval/validation.

- The applicant/ appointee shall accomplish and submit the Personal Data Sheet (PDS) in CS Form No. 212, Revised 2017.

- The PDS form can be downloaded from the CSC website through the link flashed on the screen.

- Another appointment requirement is the original copy of the authenticated CSC COE, rating or license for original and promotional appointments, transfer, reappointment (change of status to permanent) and reemployment.

- The additional appointment requirements are:

1. Position Description Form (PDF) – This shall be provided by the agency HRMO or immediate supervisor for the appointee to sign.
2. Oath of Office – This shall be accomplished and submitted to CSC with the 30-day period from the date of oath of office of the appointee.
3. Certification of Assumption to Duty – This shall be submitted to CSC within 30 days from the date of assumption of appointee.

4. Other additional appointment requirements in specific cases are enumerated in the 2017 ORAOHRA, as amended.

REQUIREMENTS TO BE RETAINED BY HR OFFICE

The agency needs to keep certain documents of the appointee in the appointee's 201 File, namely: a medical certificate certifying the fitness of the appointee to perform the duties and responsibilities of the position; a Certificate of Live Birth; a Marriage Contract or Marriage Certificate if the appointee is married; clearances such as NBI Clearance which shall be required for original appointment and reemployment; Clearance Form (CS Form No. 7, Revised 2017) – For promotion, reappointment, or transfer involving movement from one dept./agency to another); Performance Rating - For those already working in government and vying for promotion and transfer (at least Very Satisfactory [VS] in the last rating period prior to assessment); and Scholastic Record such as Transcript of Records (TOR), Diploma and school certifications.

CLOSING

Government service is for men and women who would like to make a difference in the lives of their fellow Filipinos. For those who can transform to become servant heroes, in Filipino, "lingkod bayani."

Just as the work in government challenging, so are the rewards. Those who devote themselves to public service find meaning and satisfaction that are not to be found elsewhere. The rewards of this kind of calling are not material. They are moral and psychological, even spiritual. They are intangible rewards that proceed from the sense of devoting one's life to the service of the country, to the affairs of the state, to public purposes, great or small, and to the greater good.

Before I end my presentation, please join me for a moment to pray for our frontliners who are at the forefront of our ongoing fight against the COVID-19 pandemic.

Maraming salamat at mabuhay ang serbisyo publiko!

Embracing Digital Workplace L&D

Decades ago, people could have not imagined the possibility of attending trainings and seminars online. The option was not normally accessible to employees—an experience that allows you to acquire learning at the comfort of your own home, at your most convenient time, on your most comfortable clothes, and at very minimal to no cost. More so, this option also presents countless opportunities to attend global learning events and network with people across different time zones.

Reskilling is the process of learning new skills so you can do a different job, or of training people to do a different job.

Source: www.talentguard.com

Upskilling is the process of learning new skills or of teaching workers new skills to close talent gaps and to help employees advance along their current career path.

Source: www.talentguard.com

Not until the COVID-19 pandemic hit the country in 2020 when organizations dared to move almost all of its activities and operations online, and realized the above-mentioned benefits of digital learning in the workplace. Capability building has never been more crucial as people need to reskill and upskill during this drastic digital revolution. There is no time to stop workplace learning and development

However, shifting from physical to virtual classroom requires conscious and concerted effort from all involved parties in the digital learning process. The online infrastructure, digital tools, digital learning skills, management support, policies, and even the attitude toward online learning are just some of the major factors that must be put in place to ensure successful digital learning experience. Normally, it could take some time to establish all these elements, but with the sudden onset of the pandemic, organizations—private and public alike—were left with no choice but to adapt quickly.

Let us take a closer look into how organizations can make the shift and discover some first-hand experiences from CSC employees.

Learning management systems and learning experience platforms

Ideally, shifting to digital workplace L&D would require an organization to set up its learning management system (LMS), whether built in-house by the IT unit or by adopting a third-party LMS such as Google Classroom, Moodle, Canvas, and Blackboard, among others.

Learning management system (LMS) is the software that companies use to develop, deliver, and track training for their employees, clients, and partners.

Source: www.talentguard.com

Through LMS, modules may be uploaded and assigned to employees for their training. They can also take the necessary quizzes or assessments for learning and track their progress. LMS is more common in delivering online learning in the education sector but is also recommended for workplace learning.

For instance, the CSC Regional Office IV headed by Director IV Karin Litz P. Zerna

A learning experience platform (LXP) offers a cloud-based, personalized learning environment to promote employee skill development beyond mandatory compliance training. This provides employees with personalized and intuitive learning experience.

Sources: www.getapp.com and www.g2.com

now uses Google Classroom in the delivery of its Online Distance Learning Program (DLP) on R.A. 6713 which contains twenty (20) modules. Its inaugural academic term commenced last 14 May 2021 with an online orientation for twenty-six enrolled participants from CALABARZON and MIMAROPA.

Other organizations give their employees more freedom to choose their learning pathways through learning experience platforms (LXP) subscriptions. Samples of LXPs are LinkedIn Learning, Coursera, EdApp, 360Learning, Udemy, among many others.

The Civil Service Institute uses Skillsoft's Percipio as LXP for its staff. This way, the employees can take various learning materials on diverse topics and skills, and earn certificates upon completion. As the CSC's external L&D training arm, CSI ensures to keep tab on the latest trends in learning and development, equips its employees with necessary skills needed in the new normal.

When you learned about the declaration of community quarantine last year, what was your reaction and how did you prepare for its possible implications on the delivery of learning and development?

“Upon the declaration of community quarantine, we knew that major adjustments were ahead. There was hesitance to try out new platforms and learning methodologies but eventually, we eased into exploring them through baby steps. It was not easy as we discovered that there was a lot of upskilling to be done and reskilling for existing knowledge on digital learning. We explored various online learning platforms available, attended online courses for benchmarking and attended courses that would familiarize us with the features of learning platforms.”

—Angela Isabel C. Arguelles, Civil Service Institute.

LMS vs. LXP

What's the difference?

An LMS is a closed system where courses are limited to the ones available on the platform. Business usually use an LMS for compliance training and the course material is chosen by the administrators

Administrator-driven

Offers content and training material authored by learning and development executives.

Closed system

Allows only administrators to add content and doesn't allow content curation from external sources, limiting the overall content available.

Compliance-oriented

Ensures compliance, and all training sessions usually have a similar learning style. Employees often perceive these training as a chore and don't engage with non-mandatory content.

External assessment

Involves multiple choice questions-based assessments to test knowledge acquisition. Since the structure of the course is simple, it's easy to test the knowledge of employees.

Business functions:

The key purpose of an LMS is to ensure compliance within the organization.

An LXP is an open system where an course available on the internet can be shared on the platform. Business use LXP to allow employees to select courses of their choice and offer recommendations.

Employee-driven

Anyone can create or distribute content with little or no restrictions.

Open platform

Allows anyone to add a URL as a link to a learning resource. This allows for a vast array of content for employees to choose from; thus, diversifying learning.

Impact-oriented

Promotes learning and skill development. LXPs allow employees to engage with the content of their choice, which promotes active engagement.

Self assessment

Supports self-assessment and reflective practices that encourage employees to consider their personal journeys and think how they've been impacted by the learning process.

Summary

An LMS is a great way for sharing course information, ensuring compliance, and assessing performance. However it does not motivate employees to take non-mandatory training.

An LXP gives free hand to employees, with little to no restrictions on learning any material of their choice. The assessment model is also introspective and encourages employees to take non-mandatory training.



Google Classroom



canvas

coursera

LinkedIn Learning

Udemy

Management support and learning partnerships

The role of leaders and managers is critical in promoting a learning culture in an organization, more so during this unprecedented digital disruption. Employees look up to their leaders for inspiration and affirmation in demonstrating agility and adaptability to digital learning.

The Center for Creative Leadership cites "Support from the Top" as one of the critical strategies to ensure digital learning success (Mehta, S. and Downs, H., 2016). Employees need to see that the top management and senior leaders actively promote any digital learning initiatives by expressing their support on various employee communications platforms.

Not only do leaders and managers need to promote digital learning, they must also be ready to be vulnerable and share the experience with employees. In fact, digital learning champions are those who are open even to reverse mentoring. They accept the fact that they too, even if they are already senior leaders, need to learn to adapt to this digital revolution.

Reverse mentoring refers to an initiative in which older executives are paired with and mentored by younger employees on topics such as technology, social media and current trends.

Source: www.techopedia.com

Furthermore, the Center for Creative Leadership also counts "Learning Partnerships" as a strategy for digital learning success. Learning partnerships help keep engagement and motivation among all parties involved in the learning process. These partnerships are identified as accountability partnership and learning partnership.

Accountability partnership exists between peers who are both learners. Linking them together as accountability partners could result to a good progression by sharing experiences, discussing challenges, and acting on goals. According to Mehta and Downs, this type of partnership grows when there are enough time and activities that allow for peers to get to know each other on an ongoing basis, when there are opportunities for peer coaching and feedback exchange, and there are clear expectations set between the accountability partners (e.g. how often they should meet).

Learning partners, on the other hand, are the ones who understand organizational context and help learners successfully apply their newfound knowledge or skills. A learning

partner in the workplace may be a boss, peer, coach, mentor, HR partner, or other individual who can help in the learner's success at work. The relationship between a learning partner and a learner is best optimized when learners identify specific goals that should be considered in their development plan, where there are conversation guides or questions, and expectations on how often they should meet.

Aside from maintaining engagement and motivation, the above cited learning partnerships also help ensure the application of learning in the workplace.

"Upskilling ICT skills, whether in pandemic or not, is very important as technology advancement is inevitable."

—Merari Ordoñez, Civil Service Institute.

Designing courses for online learning

Designing courses for online learning is perhaps the biggest challenge that course facilitators and learning service providers have faced during the pandemic. Teaching offline (in-class) and online require different set of skills and tools but are still grounded on same principles of pedagogy or adult learning.

Nonetheless, training facilitators and educators must not be overwhelmed with this challenge; rather, the focus should be on engaging the range of senses people use when learning, and help learners retain knowledge into their working memory.

While it is so easy to get lost in experimenting with several synchronous and asynchronous tools for online teaching, the emphasis must be on choosing only the most appropriate tools that can deliver the specific learning objectives set for the course.

Synchronous learning is online or distance education that happens in real time, often with a set class schedule and required login times.

Source: www.thebestschools.org

Asynchronous learning is does not require real-time interaction; instead, content is available online for students to access when it best suits their schedules, and assignments are completed to deadlines.

Source: www.thebestschools.org

To better equip CSC employees in this new endeavor, some staff involved in rolling out L&D programs were nominated to attend Philippine Society for Talent Development's (PSTD) program on Designing E-Learning Courses and Facilitating Digital Learning in partnership with the Australia Awards and Alumni Engagement Program – Philippines.

While many Filipinos have access to equipment and internet connection to participate in online learning, learning service providers are still reminded to promote inclusiveness in implementing digital learning initiatives. In a short course entitled Designing Learning for Online Instruction hosted by the University of the Philippines – Open University last 20 April 2020, UPOU stressed that internet connection remains an issue in a developing country like the Philippines, hence, instructors are encouraged to

employ all possible channels (offline and online) for learning, submission of assessments/activities, and coaching.

CSC RO IV for instance continuously offers the Printed Modular modality for its Distance Learning Program on R.A. 6713 to make the program inclusive to internet-independent learners.

"We were capacitated in preparation for these L&D changes in which our major task is to convert our classroom-based trainings to online courses, from the design and development of the Learning Pathways and online learning materials, to webinar administration and monitoring and evaluation."

—Mark Anthony Malitan, Civil Service Institute.



Digital learning policy

A policy helps an organization with the smooth implementation of any program or initiative. For a new initiative like digital learning in the workplace, it is only appropriate to provide guidance to all involved parties in a form of a policy.

The Civil Service Commission issued the General Guidelines on Digital/ Online Learning in the Public Sector (CSC Memorandum Circular No. 3, s. 2021) last 9 March 2021. The guidelines encourages government officials and employees to take advantage of online learning during COVID-19 and provides guidance on crediting hours earned from participating in online courses.

The guidelines also identifies four (4) modalities of digital/online learning namely:

- Webinars and other synchronous learning approaches refer to virtual, instructor-led, same time learning. This means the course is availed of by the participants at the same time based on a specified schedule.
- eLearning refers to a learner-centered asynchronous approach where participants access online multi-modal learning resources to learn at their own pace, anytime, anywhere.
- Microlearning Modules are asynchronous, bite-sized, stand-alone learning modules that usually span not more than ten minutes but comprehensively address one learning objective.
- Blended Learning refers to a combination of synchronous, asynchronous, virtual, and face-to-face formats. This approach is flexible and can easily address any learning objective.

In crediting training hours for webinars and other synchronous learning approaches, the learner must obtain a Certificate of Attendance or Completion from any of the prescribed learning providers.

For asynchronous eLearning and microlearning modules, training hours shall be measured based on the actual duration of the module and evidenced by the tracking system of the learning platform implemented by any of the prescribed learning providers.

For blended learning, training hours shall be measured based on the duration of course including total learning hours

for synchronous, asynchronous learning, and preparation of course requirements/outputs. Outputs may also earn training hours, the duration of which is dependent on the type of output.

The full text of CSC MC No. 3, s. 2021 is available on the CSC website: t.ly/AyPh

Embrace digital learning in the workplace

The world continues to move forward more quickly than ever, changing several structures and habits that humans were accustomed to. Workplace learning and development has begun a new phase and organizations cannot afford to lag behind in providing their employees the best learning experience possible even amid the age of remote work.

In this article, we tackled some of the factors that need to be considered to make a successful shift to digital workplace L&D: learning management system or learning experience platform, management support, learning partnerships, carefully crafted courses for online learning, and digital learning policy.

To know more about the emerging landscape of digital workplace L&D, read articles published by reputable organizations or websites on leadership, business, HR, and OD. Promoting dialogues and exchanging best practices among your professional network can also help in forming your organization's digital learning strategy.

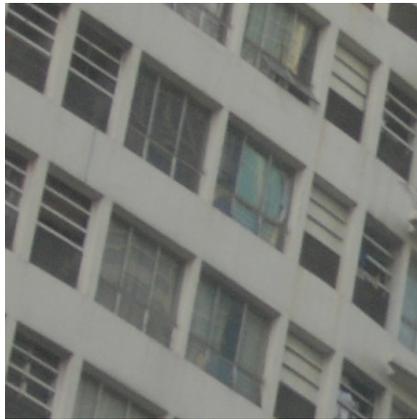
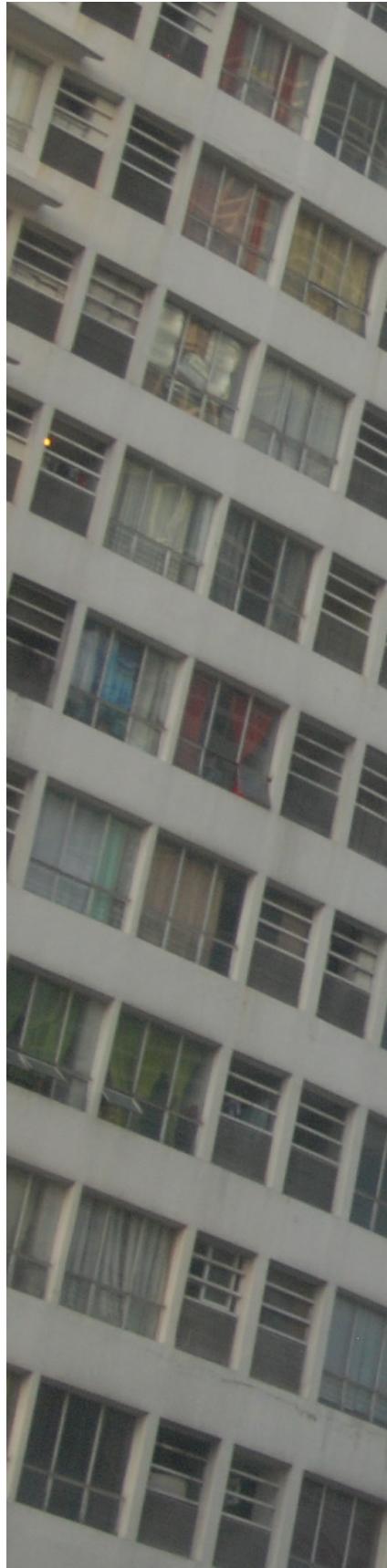
This massive transition is a shared experience among organizations and individuals, thus, lessons learned are ought to be shared too. As humans try hard to grapple with all the digital advancements brought by the Fourth Industrial Revolution, may this quote remind us to be kind and gentle toward one another and help each other flourish even after this pandemic:

"We can take the steps to align common human values with our technological progress and ensure that the Fourth Industrial Revolution benefits human beings, first and foremost. We have the opportunity to proactively shape the Fourth Industrial Revolution to be both inclusive and human-centered."

—Klaus Schwab, Founder and Executive Chairperson of the World Economic Forum®

MAKING THE SHIFT

Contribution from the Civil Service Institute (CSI) employees



When you learned about the declaration of community quarantine last year, what was CSI's reaction and how did you prepare for its possible implications on the delivery of learning and development?

At first, we were in denial that things were changing, and we were still hoping that everything would get back to normal soon. We are used to conducting classroom-based trainings and now we have to offer online courses in line with the new normal situations.

We are truly blessed to have our Executive Director, an L&D expert who walked us through all these changes and little by little, helped us in embracing the new normal set up of Learning and Development. First, proper communication is very important. Changes must be communicated well so we, and our people will be able to understand and appreciate these significantly and relevant changes. Then, we were capacitated in preparation for these L&D Changes which our major task is to convert our classroom-based trainings to online courses, from the design and development of the Learning Pathways and online learning materials, to webinar administration and monitoring and evaluation.

—Mark Anthony Malitan, Acting Chief Human Resource Specialist



What adjustments did the Civil Service Institute make to continuously provide uninterrupted L&D experiences to the learning community? Describe the learning curve on your part as a learning facilitator/LSP.

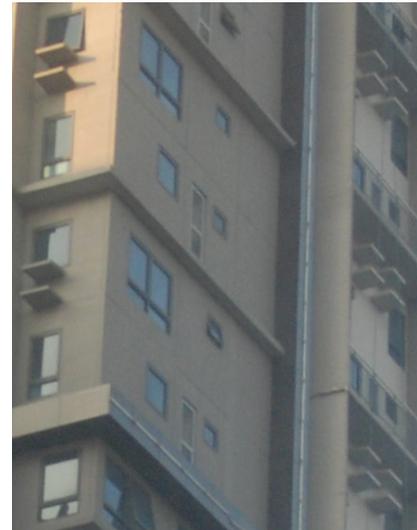
Our office converted our face to face programs into online programs. We were also given time to attend webinars and workshops to help us be more equipped with the transition.

—Gerome Neil Sanchez, Human Resource Specialist I

We had to convert our classroom training designs to fit online learning. Designs and activity plans were revisited and updated to turn them into synchronous and asynchronous sessions. So there was a need to learn, unlearn and re-learn especially to ensure that our participants will have a renewed appreciation of the contents of the courses. We also had to ensure that their learning will not be compromised despite the shortened hours of learning so asynchronous sessions were part of the design to allow the participants to assess their own learnings and have a practical application of it.

—Angela Isabel C. Arguelles, Human Resource Specialist II

EXPERIENCE BOARD

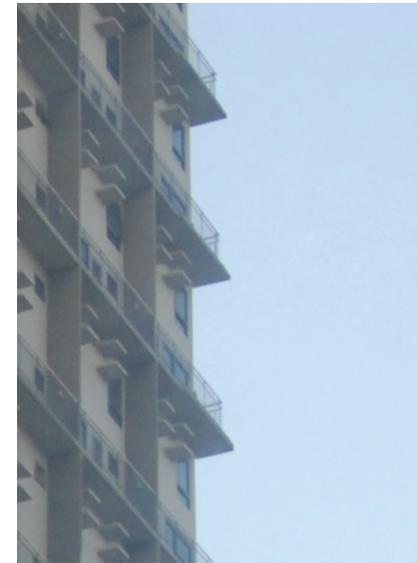


What are the advantages of digital/online learning over the face-to-face setup and vice versa?

Digital learning reaches more participants than classroom learning as there is no longer limitations on venue capacity and transportation for the learners is no longer a concern as they can attend sessions wherever they may be. It is also cost-efficient as expenses on supplies and materials, as well as food and venue are lessened, if not completely excluded. Digital learning is also more convenient for the learners as they can access the materials for asynchronous activities at their most convenient time.

For the disadvantages, facilitators have less control over the learning environment and its conduciveness for learning. Concerns of learners may not be addressed immediately. Moreover, there are challenges of connectivity and availability of technology. Since digital learning is more learner-paced, learners are more prone to distraction especially when conditions prohibit them to focus on the sessions and activities. Learners also tend to just comply with outputs for the sake of completing the course without really learning comprehensively.

—Angela Isabel C. Arguelles, Human Resource Specialist II



What do you think make up a successful digital/online learning experience?

Design: careful design of the course, the learning materials to be used, the digital applications, the methodologies and platforms, the activities of participants to ensure learning

Facilitation: It is important to tap competent facilitator.

Administration: Equally important is ensuring a conducive online learning environment; responsiveness to participants' need especially in this remote setting.

—Merari Ordoñez, Senior Human Resource Specialist

As a learner, I can say that the digital/online learning is successful if the learning facilitator was able to connect to the participants online and if the participants were able to comply thoroughly with the requirements and output needed in the webinar, if there is any.

—Judy C. Magtangob, Human Resource Specialist I

Meeting all the learning objectives, getting the participants engaged, receiving great outputs from participants, and that participants are able to apply what they learned from the program.

—Gerome Neil Sanchez, Human Resource Specialist I



What do you miss most in the classroom setup?

Physical interaction with the learners provide a different kind of vibe and energy especially since it sets the tone for the learning environment. You can immediately assess whether learners are actually engaged, interested, learning adequately, disengaged and not learning at all. There's also the opportunity for the facilitator to immediately address learners' concerns and questions, as compared to digital learning where there are instances that learners are hesitant to ask questions or raise their concerns.

—Angela Isabel C. Arguelles, Human Resource Specialist II

Interacting with the participants, hotel room and the food :)

What I miss in the traditional type of learning is the experience of meeting and socializing with participants.

It's the personal interaction with the participants.

—Gerome, Judy, and Merari

ARE YOU READY FOR SEPTEMBER?

#PCSA2021 #FUTUREREADYKAWANI

121ST PHILIPPINE CIVIL SERVICE ANNIVERSARY

This year, we are celebrating the 121st Philippine Civil Service Anniversary!

WHAT IS THE PCSA?

The Philippine Civil Service Anniversary or PCSA commemorates the establishment of the Philippine Civil Service by virtue of Public Law No. 5 (An Act for the Establishment and Maintenance of an Efficient and Honest Civil Service in the Philippine Islands) on 19 September 1900. This is also pursuant to Presidential Proclamation No. 1050, series of 1997 declaring the month of September as the Civil Service Month.

The Civil Service Commission (CSC) spearheads the anniversary celebration, with the participation of all government agencies and the public as well.

The PCSA is NOT the anniversary of the CSC, but of the whole Philippine civil service.

WHAT IS THE PCSA THEME?

The CSC is also introducing a 10-year overarching theme, *Transforming Public Service in the Next Decade: Honing Agile and Future-Ready Servant-Heroes*, reflecting the path the civil service has to take to build on the gains of last year's modernization efforts in the wake of the COVID-19 pandemic, and the role of HR in building a competent and credible workforce in the new normal.

WHAT EVENTS SHOULD WE LOOK OUT FOR IN SEPTEMBER?

The 2021 PCSA calendar is presented below to guide all government agencies, partners, stakeholders, and participants in joining the nationwide activities, and in conducting their own anniversary activities relevant to the weekly themes.

The guidelines and mechanics for each activity will be available via the PCSA webpage, www.csc.gov.ph/pcsa2021, and the official CSC Facebook Page, www.facebook.com/civilservicegovph.

2021 PCSA CALENDAR

WEEK 1 LINGGO NG LINGKOD BAYANI

VIRTUAL PRESS CONFERENCE
1 SEPTEMBER

ONLINE ZUMBA AND FILM SHOWING
1-12 SEPTEMBER

PHYSICAL EXERCISE/AEROBICS
6 SEPTEMBER

WEEK 3 LINGGO NG MALASAKIT

Q&A ON MENTAL WELLNESS DURING THE PANDEMIC
20 SEPTEMBER

ONLINE GOVERNMENT CAREER FAIR
20-24 SEPTEMBER

2021 PCSA ONLINE PHOTOGRAPHY CONTEST
DEADLINE OF SUBMISSION OF ENTRIES: 1-30 JULY
AWARDS CEREMONY: 22 SEPTEMBER

CSC NATIONAL SONG WRITING CONTEST
SUBMISSION OF ENTRIES: UNTIL 23 JULY
AWARDS CEREMONY: 23 SEPTEMBER

WHOLE SEPTEMBER

SPECIAL TREATS FOR GOVERNMENT EMPLOYEES

WEEK 2 LINGGO NG PAGLILINANG NG YAMANG TAO

TIPS FOR PLANTITOS AND PLANTITAS
13 SEPTEMBER

DEMONSTRATION ON MEAT PROCESSING
14 SEPTEMBER

PUBLIC SECTOR HR SYMPOSIUM
15-17 SEPTEMBER

PRIME-HRM AWARDS
SCHEDULE AND VENUE TO BE ANNOUNCED BY CSC REGIONAL OFFICES

WEEK 4 LINGGO NG PASASALAMAT

AWARDS RITES FOR OUTSTANDING GOVERNMENT WORKERS
DATE TO BE ANNOUNCED

APPRECIATION PROGRAM FOR FRONTLINERS
27 SEPTEMBER

VIRTUAL AGENCY OFFICIAL FAMILY DAY
TO BE ORGANIZED BY GOVERNMENT AGENCIES FOR THEIR EMPLOYEES

For official news and information, please refer to the following:

- CSC website: www.csc.gov.ph
- PCSA webpage: www.csc.gov.ph/pcsa2021
- CSC Facebook Page: www.facebook.com/civilservicegovph
- YouTube channel: www.youtube.com/cscphmedia

Members of the media as well as the public may send in emails to pcsa@csc.gov.ph for requests for interview or queries.

LINGKOD BAYANI



CSC SALUTES POLICE OFFICERS SLAIN IN THE LINE OF DUTY

Law enforcers, particularly police officers, are usual targets of violent reprisal for keeping the peace in the community. They play a pivotal role in the achievement of the government's aspiration for peace, security, and public order, which are essential bedrock elements in building the foundation for inclusive growth, a high trust and resilient society, and a globally-competitive knowledge economy.

For enforcing the law by combatting illegal activities, criminal elements, and rise of radicalism and violent terrorism, many have lost their lives.

One of them is Police Major Joan Reyes Resurreccion of the Philippine National Police (PNP) assigned in Carmen, North Cotabato. He was shot dead while pursuing an armed group. PNP reports indicate that the group of suspect is not just an ordinary hold-up gang but a syndicate operating in the area preying on foreign nationals engaged in money lending business.

Resurreccion, the Carmen police chief, was leading the pursuit against the group of robbers when the suspects' "lookouts" started shooting at the pursuing police officers. He was fatally hit twice by sniper fire while chasing the suspects who were onboard motorbikes.

Resurreccion belongs to the Philippine National Police Academy's "Kaisang-Bisig" Class of 2009. He was awarded the *Pamanang Lingkod Bayani* (PLBi) by the Civil Service Commission Regional Office XII last 21 March 2021. His wife, Senior Fire Officer Jenna Resurreccion, fire marshal of Bureau of Fire Protection in Isulan, Sultan Kudarat, and two children received the parangal and the pamana in recognition of his commitment to duty.

The PNP has the most number of PLBi recipients from 2011 to 2020 with 148 of 202 or 73.26% of awardees.

Another recipient is Executive Master Sgt. Arnold Faculin Paclibar of the Esperanza Municipal Police Station. Paclibar died trying to secure another police officer after a confrontation during a shootout at a quarantine checkpoint in Esperanza town, Sultan Kudarat.

Investigation showed that Paclibar and his group flagged down a motorcycle with a pillion rider. The police officers told the motorcycle riders to get off the motorcycle for inspection. However, the pillion rider refused to open his sling bag as he was being inspected. Paclibar then positioned himself behind the pillion rider to but the gunman suddenly drew a gun and shot him. He sustained a gunshot wound in his left cheek and in the left portion of his chest and was declared dead on arrival in the hospital.

CSC announces revised guidelines for the grant of PLBi

The CSC through Resolution No. 2100266 dated 10 March 2021 issued the *Pamanang Lingkod Bayani* (PLBi) Enhanced Implementing Guidelines which will be adopted for the year 2021 onwards.

It highlights that all civilian and non-uniformed employees with permanent, temporary, probationary, elective, contractual, casual and co-terminus status of employment are covered under the program, except those entitled to compensation and death benefits under existing and prospective laws

and issuances, such as but not limited to Republic Act No. 11494 otherwise known as *Bayanihan* to Recover as One Act; Republic Act No. 1159 or "An Act Extending the Availability of Appropriations Under RA 11494; Republic Act No. 6963 or An Act Granting Special Financial Assistance and Benefits to the Family or Beneficiary of any Police or Military Personnel or Fireman Killed or Permanently Incapacitated while in the Performance of His Duty or by Reason of His Office or Position and for Other Purposes; and Executive Order No. 110 entitled "Institutionalizing the Comprehensive Social Benefits Program (CSBP).

This is to align the PLBi guidelines to the "new normal" way of doing business in the government, and to enhance the process of both the submission of nominations and the release of financial assistance to the families of government personnel who died or were killed in the line of duty.

Part of the criteria for the selection of recipients of the PLBi are: Circumstance surrounding the death or the extent to which the government employee is actually performing his/her duties and

responsibilities at the time of his/her death; obscurity of the position, that is, the salary grade at the time of death; and the financial condition of the nominee's family given the combined salaries as against their monthly expenses.

The CSC launched PLBi in 2008 with two (2) components: the Pamanang Lingkod Bayan Iskolarsyip promulgated via CSC Resolution No. 081602 dated July 30, 2008 and the Pongong Pamanang Lingkod Bayan promulgated on 3 November 2008 via CSC Resolution No. 081965.

From providing scholarships, the program was expanded in 2011 as the *Pamanang Lingkod Bayani* (PLBi) with three components: the *Pamanang Parangal sa Lingkod Bayani*, *Pamanang Iskolarsyip*, and *Pongong Pamanang Lingkod Bayani*.

The *Parangal* is the tribute to recognize that the loss of life of a public servant while on duty. Under this component, the awardee is recognized during the Flag Raising Ceremony of the agency. A Certificate of Recognition signed by the Chairperson of the CSC is given to the family. If the recipient was married, the

surviving spouse or children is invited to receive the *Parangal*. If single, the surviving parent/s or sibling/s attend the ceremony.

The *Pongong Pamana* is a one-time financial assistance of PHP 100,000.00 given to the bereaved family of the awardee. However, the amount of the financial assistance may change subject to the recommendation of the PLBi Executive Committee based on availability of funds and the approval.

The *Iskolarsyip* provides assistance to beneficiaries of PLBi awardees for acceptance to state universities and colleges as scholars.

For more information concerning the program, the public may contact the CSC's Honor Awards Program Secretariat at (02) 89317993, (02) 89320381, (02) 89320111; or by texting the CSC at 0917-8398272; or through the CSC Honor Awards Program Facebook account, or e-mail hapsecretariat@csc.gov.ph, hapsecretariat@yahoo.com or hapsecretariat@gmail.com.¹⁸

April 2021

Can your digital/online learning sessions be credited to satisfy the qualification standards you're trying to meet? What modes of digital/online learning are recognized?



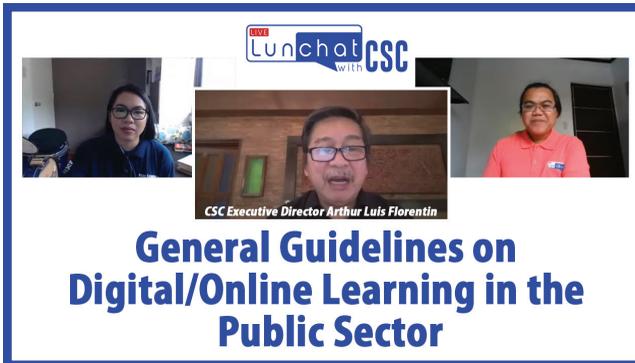
Get the answers to these and other questions in this LunChat with CSC episode featuring the General Guidelines on Digital/Online Learning in the Public Sector (CSC MC No. 3, s. 2021) and the online application for accreditation of L&D institutions.



Watch Now!

Guest: Executive Director Arthur Luis Florentin, Civil Service Institute

Short URL:
<https://bit.ly/LunChatwithCSCApril2021>



May 2021

How do we ensure that civil servants are provided with reasonable working conditions?



This episode highlights the Occupational Safety and Health Standards for the Public Sector (CSC-DOH-DOLE Joint Memorandum Circular No. 1, s. 2020). Get a copy of the policy here: t.ly/ZhBk



Watch Now!

Guest: Atty. Krunimar Antonio Escudero III, Director III, CSC Human Resource Relations Office

Short URL:
<https://bit.ly/LunChatwithCSCMay2021>



June 2021

Why is future readiness important now more than ever? Watch this episode featuring the theme for the upcoming 121st Philippine Civil Service (PCSA), "Transforming Public Service in the Next Decade: Honing Agile and Future-Ready Servant-Heroes".



Guests: CSC Asst. Commissioner Ariel G. Ronquillo, PCSA Steering Committee Co-Chair, and Mr. Jose Decolongon, Futures Thinking Professor at the Asian Institute of Management and Managing Director for Corporate Foresight, Embiggen Consulting



Watch Now!

Short URL:
<https://bit.ly/LunChatwithCSCJune2021>



LINGKOD BAYAN DIARIES

AN ANTHOLOGY OF CIVIL SERVANTS' STORIES

APRIL 2021

Science Trumps Fake News

Meet Neri O. Camitan, Senior Science Research Specialist of the Food Development Center of the Department of Agriculture. He was recognized in 2017 as one of the Presidential Lingkod Bayan awardees for his technical expertise in ensuring food safety and security. As allegations of fake rice became a national concern in 2015, he recommended the use of DNA testing to find out the truth about this issue.

Discover his story through this Lingkod Bayan Diaries episode.

Short URL: <https://bit.ly/LBDApril2021>

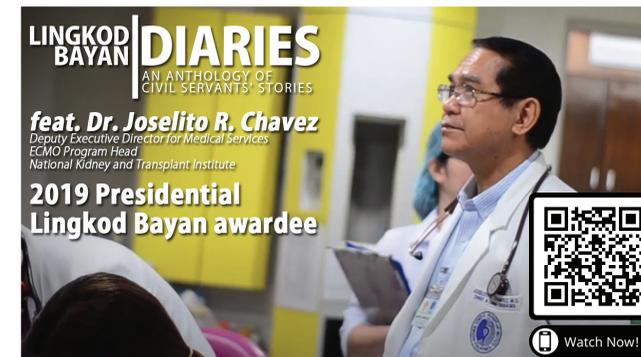


MAY 2021

VIP Treatment for the Underprivileged

CSC Lingkod Bayan Diaries presents the inspiring story of Dr. Joselito R. Chavez of the National Kidney and Transplant Institute. He is a lingkod bayan who was awarded the 2019 Presidential Lingkod Bayan for providing patients afflicted with leptospirosis with pulmonary complications a second shot in life through the Extracorporeal Membrane Oxygenation (ECMO) method.

Short URL: <http://bit.ly/LBDMay2021>



JUNE 2021

Putting the Spotlight on the Humble Coconut

Discover how a team of research and development practitioners helped the coconut farmers in Visayas recover their livelihood post-Yolanda.

This is the story of the Visayas State University Cocotech GenMovers (2019 CSC Pagasa Awardee) led by Ms. Maria Juliet Ceniza

Short URL: <https://bit.ly/LBDJune2021>



You can be our next featured civil servant in the *Lingkod Bayan Diaries*! Why did you choose public service? What do you love most about your job? What are your dreams for the Philippine public service?

Inspire others by telling your story. Send your video to csc.pmr@gmail.com with the subject: For *Lingkod Bayan Diaries*.



HEALTH and WELLNESS

OCCUPATIONAL SAFETY AND HEALTH

Protecting Government Employees in the Workplace

The working population spends most of their day at work, be it in the office, field, factory, school, construction site, hospital, and other workplaces. Being in a work environment presents risks to the overall welfare of workers. They can be exposed to many dangers such as falls and body injuries, biological and chemical hazards, and psychosocial hazards such as stress or workplace violence. Thus, occupational safety and health (OSH) has been established in many countries.

OSH deals with the protection of workers from work-related accidents, sickness, disease, injury, and fatalities. Both public and private sectors have been implementing OSH standards to protect workers from various physical and mental health hazards borne out of workplaces.

Research has shown that the health and safety of workers are correlated with their work productivity. Countries with better occupational safety and health standards are more competitive in the global economy than those with higher workplace accidents.

Poor OSH can result in lower work productivity due to high rates of absences from work caused by

sickness or illness, injury, and stress. Accidents at work can also delay operations and create unwanted costs for an organization. Work-related stress can also affect the well-being of employees, resulting in demotivation, lower productivity, and mental illnesses. As the machinery of an organization, employees are the most vital resource; thus, their health and wellness in the workplace must be highly regarded.

Occupational Safety and Health in the Philippine government

In the Philippines, OSH initiatives date back as early as 1903. However, it was in 1978 when the landmark legislation on OSH standards was passed. In 1989, a major revision of the OSH standards had been approved with the efforts of the Department of Labor and Employment (DOLE), International Labour Organization, and the tripartite sectors. Since then, this was the OSH standard until the passage of the Republic Act No. 11058 or the Occupational Safety and Health Standards Act in 2018. However, this law does not cover the public sector.

For the government, the Civil Service Commission (CSC), the central human resource agency of the Philippine bureaucracy, has implemented

numerous OSH policies and guidelines over the past decades. In 1992, it promulgated Memorandum Circular No. 38 on the Physical and Mental Fitness Program for Government Employees. It has also crafted a checklist of reasonable working conditions in the public sector in 1994 through Memorandum Circular No. 30. In 1997, the CSC formulated the policy on working conditions in the workplace under Memorandum Circular No. 33.

The CSC implemented these and many other consequent OSH-related issuances to adhere to its mandate under the Administrative Code of 1987 to "promulgate policies, standards, and guidelines for the civil service and adopt plans and programs to promote economical, efficient and effective personnel administration in the government."

Given the many changes in the working environment that continuously affect the safety and health conditions of government workers, the CSC, in partnership with DOLE and the Department of Health (DOH), established the Guidelines on Occupational Safety and Health Standards (OSHS) for the Public Sector through the issuance of a joint memorandum circular in 2020.

Occupational Safety and Health Standards (OSHS) for the Public Sector

CSC-DOH-DOLE Joint Memorandum Circular No. 1, s. 2020 primarily aims to protect all government employees from the dangers of injury, sickness, or death in the workplace by adopting safe and healthy working conditions to ensure the preservation of human lives and resources and prevent loss/damage of properties. Specifically, the guidelines on OSHS seek to guide all government agencies to develop, implement, monitor, and evaluate the occupational safety and health of its employees.

The guidelines cover all officials and employees in the National Government Agencies, State Universities and Colleges, Local Government Units, and Government-Owned and Controlled Corporations, whether permanent, temporary, or casual. Job orders, contract of services, institutional and individual contractors are also covered following the provisions stated in the CSC-COA-DBM Joint Circular No. 1 s. 2017, as amended by CSC-COA-DBM Joint Circular No. 1, s. 2018.

As defined by the JMC, occupational safety and health (OSH) refers to:

- (a) promotion and maintenance of the highest degree of physical, mental, and social well-being of workers in all occupations;
- (b) prevention among workers of any departures from health caused by their working conditions;
- (c) protection among workers in their employment from risks usually from factors adverse to

health, and placing and maintenance of the worker in an occupational environment adapted to his/her physiological ability; and
(d) provision of access to social insurance and related benefits.

To protect workers from any work-related risks and departures from health and promote and maintain the health and wellness of public servants, a reasonable working condition needs to be achieved. As stated in the JMC, a working condition refers to the working environment and all existing conditions and circumstances such as working hours, rest periods, work schedules, health and safety programs, amenities, physical environment, and work environment structure, among others, which are needed to support employees in the course of their duties and functions.

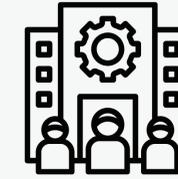
The guidelines have provided OSH standards that should be followed and implemented by government agencies to provide reasonable working conditions to its workforce. It includes OSHS in the workplace; emergency preparedness; occupational safety and health program; support facilities; working hours, break and leave privileges; and work environment. Check the infographic on this page for the specific standards on reasonable working conditions.

Duties and Responsibilities of Agency's Stakeholders

Aside from complying with the OSHS standards, there are specific duties and responsibilities for the heads of agencies and government employees, including job order and contract of service workers.

PROVISION FOR REASONABLE WORKING CONDITIONS

1 WORKPLACE



- Provide adequate fire, emergency or danger signs, Globally Harmonized System (GHS) pictograms, and other safety instructions of standard colors and sizes visible at all times
- Install PWD-friendly facilities for safe and convenient movement
- Conduct good housekeeping (e.g., cleanliness of building and facilities, eradication of stagnant water, regular/proper waste disposal)
- Provide sanitary facilities such as comfort rooms and lavatories
- Conform to the provisions of Rule 1060 of the OSH Standard
- Establish an indoor air quality management program
- Provide personal protective equipment, health clinics or treatment room
- Ensure proper handling, use, and storage of hazardous materials

2 EMERGENCY PREPAREDNESS



- Establish a Risk Reduction Management System and a Crisis Management Plan and Contingency Program in an emergency situation
- Conduct training and drills on disaster risk reduction management
- Ensure availability of emergency supplies such as fire extinguishers and medical first aid kits
- Train and certify first aiders
- Partner with the nearest government health facility for emergency medical services

3 OCCUPATIONAL SAFETY AND HEALTH PROGRAM



- Establish OSH programs such as occupational accident and illness prevention and surveillance program, medical services assistance and rehabilitation, and information and education campaign
- Promote and practice health and wellness in the workplace

4 SUPPORT FACILITIES



- Provide facilities that promote health and wellness such as recreation areas, seminar rooms, day care facilities, and drop-in centers
- Provide work assignments and good working atmosphere for employees with special needs such as pregnant women, older employees with special needs, differently abled, and with limited working abilities
- Create lactation stations for lactating mothers

5 WORKING HOURS, BREAK, AND LEAVE PRIVILEGES



- Ensure observance of the Omnibus Rules on Leaves
- Follow working breaks to prevent/minimize exposure to illness due to prolonged sitting
- Implement policies and guidelines on overtime services based on CSC-DBM Joint Circular No. 1, s. 2015
- Allow/adopt flexible working hours or arranged working hours while maintaining the required total number of work hours per day or week

6 WORK ENVIRONMENT



- Implement policies and programs relative to:
- Prohibition of smoking in the workplace
 - Drug-free workplace
 - Tuberculosis prevention and control
 - Workplace policy and education program on HIV and AIDS
 - Workplace policy and program on Hepatitis B
 - Medical assistance and other benefits for employees

Heads of Government Agencies:

1. Provide a reasonable working condition and ensure that the workplace is free from hazardous conditions
2. Ensure the conduct of occupational safety awareness; work hazards analysis sessions; identification of hazards and measures
3. Comply with the requirements of the OSH Standards
4. Provide Personal Protective Equipment (PPE) at no cost to the worker
5. Establish and adopt policies on safety peculiar to its environment
6. Appoint or designate a Safety and Health Officer, and ensure that the needed OSH trainings are undertaken
7. Create a Safety and Health Committee and/or a Special Investigation Committee
8. Provide annual report and documentation on the health and safety program of the agency
9. Provide emergency medical services for all employees
10. Ensure that institutional contractors or service providers have functional OSH policy and program
11. Ensure that emergency OSH related services will be provided for job order, contract of service, and/or individual contract employees
12. Ensure comprehensive dissemination of OSH information through a communication plan

Government employees:

1. Cooperate with the agency in carrying out the provisions of the OSHS guidelines
2. Report to the Safety and Health Committee any work hazard that may be observed in the workplace
3. Follow all instructions on work safety given by the agency and make use of all safeguard and safety devices provided by the agency
4. Participate/Cooperate with the Safety and Health Committee on OSH programs, initiatives, and activities
5. Support government agencies in the conduct of health and safety inspection or other programs

Job order and contract of service workers:

1. Institutional contractors or contract service providers must ensure that their employees deployed in government agencies are provided with medical coverage and must meet the requirement as provided in the CSC-COA-DBM Joint Circular No. 1, s. 2018
2. Follow all instructions on work safety given by the agency/ employer and make use of all safeguard and safety devices provided by their employer

Safety and Health Committee

Crucial to the implementation of the OSHS is creating the safety and health committee as it is the primary implementer of the OSHS

guidelines, in assistance of the head of agency. It is composed of a chairperson, members, and secretary.

The chairperson should be the head of the agency or an authorized representative with an executive/ managerial position. The members are comprised of the (1) highest-ranking officer/executive in charge of human resource; (2) one 1st level and 2nd level employee representatives from the accredited employees' association (elected representatives from 1st and 2nd level if no accredited employee organization); (3) agency physician, or in the absence thereof, any employee who is a graduate of a medical-related course; and (4) representative from the Local Risk Reduction and Management Council / Risk Reduction Management Officer or its equivalent. The secretary shall be the occupational safety & health officer.

To ensure that the guidelines are being implemented properly, government agencies should include their compliance to the JMC in their Annual Report and provide a copy to the CSC. The Safety and Health Committee is also tasked to conduct a quarterly periodic review and an annual review, which must also be included in the Annual Report.

Heads, officials, and employees of government agencies who violate the guidelines shall be subject to administrative disciplinary action

Duties and Responsibilities of the Safety and Health Committee

- | | | | |
|----------|---|-----------|--|
| 1 | Develop OSH policy and standards internal to the agency | 6 | Review reports of inspection, accident investigations, and implementation of programs |
| 2 | Plan and develop health related trainings/seminars for the furtherance of promotion and accident prevention programs in the workplace | 7 | Provide the necessary support to government inspection authorities in the proper conduct of the said activities |
| 3 | Initiate and implement improvement of working conditions relative to a safe and healthy working environment | 8 | Initiate safety trainings on OSH for the agency by coordinating with appropriate training institutions |
| 4 | Ensure the health promotion and accident prevention efforts of the agency in compliance with the government safety programs to maintain healthy work habits and safety practices in the workplace | 9 | Develop and maintain contingency plans and provide trainings/seminars in handling disaster situations |
| 5 | Conduct periodic safety meetings and submit reports on its meetings and other activities to the head of the agency | 10 | Submit to the head of the agency an Annual Work and Financial Plan and budget needed to support the OSH programs |

pursuant to Section 50, Rule 10 (Administrative Offenses and Penalties) of the 2017 Rules on Administrative Cases in the Civil Service.

COVID-19 transmission in the workplace

Since 2020, a new health hazard in the form of the coronavirus disease 2019 (COVID-19) has hounded the working population. Due to the virus' easy transmission from person to person and varying health impacts, which can lead to death, the role of occupational safety and health in the workplace has been highlighted.

The impact of COVID-19 has not spared the government sector. Thousands of public servants have been afflicted by the virus. To enhance the protection of government employees from this health risk, the CSC has issued guidelines for alternative work arrangements and support mechanisms last year. Its provisions include adopting alternative work arrangements such as work-from-home, skeleton workforce, four-day workweek, work shifting/ flexible (staggered) working hours, and the combination of these work arrangements.

Aside from this, support mechanisms for workers were also put forward, such as health/psychosocial interventions like stress debriefing; provision of appropriate personal protective equipment (PPE); reduced working hours, as authorized by the President; reasonable transportation facilities and housing quarters; reasonable expenses incurred during

the work-from-home; and other monetary and forms of incentives as may be allowed.

Precautionary measures were also advised for office operations such as disinfection or decontamination activities on all buildings, facilities, and office vehicles; conduct of health status survey; modification of workplace layout to ensure observance of physical distancing requirements; implementation of minimum health standards protocol at all times such as wearing of face masks, face shield, taking of body temperature; and presence of sanitation stations and other appropriate PPE.

OSHS and the new workplace normal

While these mechanisms are in place as a guide for government agencies, the proper and continuous implementation of all occupational safety and health standards is crucial to ensure government workers' protection, especially during this crisis. Thus, the support and action of all stakeholders, from agency heads, to officials and employees, to job order and contract of service workers, as well as employees' unions, are needed.

With the COVID-19 pandemic, the Philippine civil service has transitioned to the new normal of doing activities at work; however, the existing occupational safety and health standards remains applicable, if not more needed now more than ever.📌

TO :
**HEADS OF
CONSTITUTIONAL BODIES;
DEPARTMENTS,
BUREAUS AND AGENCIES
OF THE NATIONAL
GOVERNMENT;
LOCAL GOVERNMENT UNITS;
GOVERNMENT-OWNED
AND/OR CONTROLLED
CORPORATIONS WITH
ORIGINAL CHARTERS;
STATE UNIVERSITIES AND
COLLEGES, AND LOCAL
WATER
DISTRICTS**

SUBJECT :
**121ST ANNIVERSARY OF THE
PHILIPPINE CIVIL SERVICE**

Pursuant to Presidential Proclamation No. 1050, series of 1997 declaring the month of September as the Civil Service Month, the Civil Service Commission (CSC) will be spearheading the 121st Anniversary of the Philippine Civil Service in September 2021. This is in observance of the establishment of the Philippine Civil Service by virtue of Public Law No. 5 (An Act for the Establishment and Maintenance of an Efficient and Honest Civil Service in the Philippine Islands) on 19 September 1900.

The CSC is also introducing a 10-year overarching theme, Transforming Public Service in the Next Decade: Honing Agile and Future-Ready Servant-Heroes, reflecting the path the civil service has to take to build on the gains of last year's modernization efforts in the wake of the COVID-19 pandemic, and the role of HR in building a competent and credible workforce in the new normal.

The 2021 PCSA calendar is presented below to guide all government agencies, partners, stakeholders, and participants in joining the nationwide activities, and in conducting their own anniversary activities relevant to the weekly themes. The guidelines and mechanics for each activity will be available via the PCSA webpage, www.csc.gov.ph/pcsa2021, and the official CSC Facebook Page, www.facebook.com/civilservicegovph.

WEEK 1: Linggo ng Lingkod Bayani (1-10 September)

Highlights: launching activities and media briefings to kick off the anniversary celebration

- Virtual Press Conference
1 September 2021, CSC Facebook Page (www.facebook.com/civilservicegovph)
- Online Zumba and Film Showing
1-12 September 2021
In partnership with the Film Development Council of the Philippines, the CSC will be conducting a back-to-back online Zumba and film showing as a kick off activity for the anniversary celebration. This event is open to all government officials and employees and their families who must be at least 18 years of age at the time of registration.
Proceeds from this event go to the Pamanang Lingkod Bayani or PLBi program, which honors government workers who died in the line of duty through the grant of a onetime financial assistance and scholarship opportunities for the loved ones they left behind.
- Physical Exercise/Aerobics
6 September 2021, 9 a.m.
In partnership with a government agency, CSC will host a one-hour physical exercise/aerobics session to be streamed live via the CSC Facebook Page. This kick off activity is an energetic way to start the anniversary celebration and to promote health and wellness among government workers.
WEEK 2: Linggo ng Paglililang ng Yamang Tao (13-17 September)
Highlights: public sector human resource (HR) trends and developments; learning and development (L&D) programs
- 2021 Public Sector HR Symposium
15-17 September 2021
Themed Transforming Government Agencies Into Smart Organizations: Honing Resilient and Future-Ready Public Servants, this three-day virtual learning event will focus on the strategic role of government leaders and HR practitioners in transforming government agencies into smart organizations.
The symposium will also highlight concepts, perspectives, and characteristics of smart organizations and will showcase HR best practices and experiences of progressive organizations which will be shared in the plenary and concurrent sessions by international and local speakers.
Details of this learning event, registration procedures, and fees will be available via <http://csi.csc.gov.ph/training-calendar/>.
- PRIME-HRM Awards
Schedule and venue to be announced by CSC Regional Offices
CSC Regional Offices (ROs) will be holding recognition ceremonies for government agencies that achieved higher HR maturity

121st CIVIL SERVICE COMMISSION Republic of the Philippines

PHILIPPINE

CIVIL SERVICE ANNIVERSARY

TRANSFORMING PUBLIC SERVICE IN THE NEXT DECADE:
HONING AGILE AND FUTURE-READY SERVANT-HEROES

SEPTEMBER 2021
#PCSA2021 #FUTUREREADYKAWANI

