

# Strengthening the Civil Service under the New Normal



Chairperson ALICIA dela ROSA-BALA  
Civil Service Commission

6TH ANNUAL PUBLIC POLICY CONFERENCE (APPC)  
“Innovating Governance: Building Resilience against COVID-19  
and other risks”

MAKE  
EVERY  
CIVIL  
SERVANT  
A SERVANT  
HERO

# Reaction to Panelists Presentation

## *Thailand COVID-19 Responses: Health Sector, Governance and Institutions*

Viroj Tangcharoensathien, MD PhD.

International Health Policy Program, MOPH, Thailand

## *Upscaling Mindsets for a High-Performing CivilService in the Tech-Powered New Normal*

Naomi AOKI

Associate Professor

Graduate School of Public Policy

The University of Tokyo

# Role of the Civil Service in the Philippine Development Plan

Civil Service

2022 Philippine  
Development Plan

Strategies to improve governance  
the *Malasakit* pillar of the 2017-2022 PDP  
*Subsector Outcome 5: Civil Service Strengthened*

# Program to Institutionalize Meritocracy and Excellence in Human Resource Management



- Recruitment, Selection and Placement System
- Performance Management System
- Learning and Development System
- Reward and Recognition System

# Recruitment, Selection and Placement System

Education

Eligibility

Experience

Training



**Required  
competencies for the  
every position**

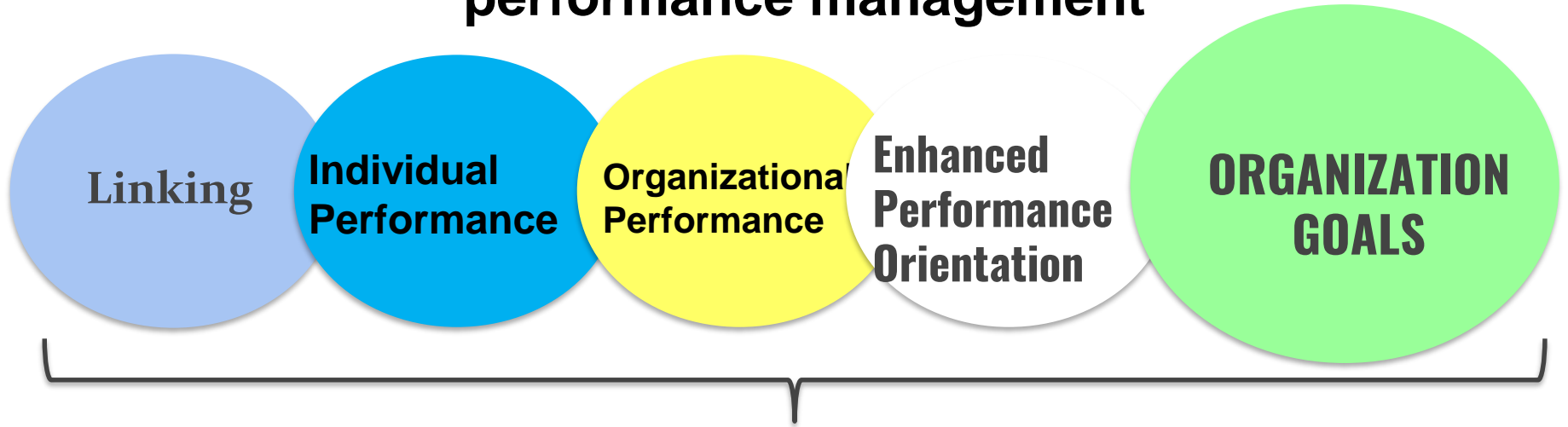
## Recruitment, Selection & Placement in the time of the pandemic

- Encourage agencies to simplify recruitment procedures
- On-line application, on-line profiling and video-based assessment
- Use of electronic signatures of appointing authorities
- Posting of vacancies in agency website or jobsearch engines
- On-line Job Fair
- Online Oath of Office

E-Appointments Processing

# Strategic Performance Management System

**From performance evaluation to  
performance management**



***Work targets and outputs had to be calibrated***

# Competency-Based Learning and Development System

Shifts in  
work competencies  
*digital literacy*  
*adversity quotient*  
*agility*  
*empathy*  
*communication*  
*collaboration*

Transition to  
E-learning

Develop  
new programs



# Rewards and Recognition System

Honor Awards Program now conducted via digital technology



# Safeguarding Government Workers in the Time of Covid-19



- Occupational Health & Safety Standards
    - Mental Health Program
  - Alternative Work Arrangements
- Leave privileges due to quarantine/treatment
- 60-day SALN filing extension
  - On-line SALN submission

# Support Mechanisms

The agency head shall ensure that all workers are afforded with adequate support mechanisms.



**Health/psychosocial interventions**



**Personal Protective Equipment (PPE)**



**Reduced working hours\***

*\*As authorized by the President*



**Transportation facilities and housing quarters for skeletal workforce**



**Reasonable expenses incurred during WFH**



**Other monetary and forms of incentives\*\***

*\*\*Subject to budgetary, accounting, and auditing rules and regulations*

The following activities and precautionary measures should be implemented by agencies prior to the resumption of normal office operations:



**Disinfection/  
Decontamination activities**



**Health status survey**



**Modification of  
workplace layout**



# Philippine Talent Management Strategy

- Future-ready Leaders and Workforce in the Public Sector
  - Smart Organizations
  - Shared Public Service Values



# Strengthening the Civil Service Under the New Normal

1. *Organizational Development - Smart Organizations*
  2. *Capacitating Human Resources – Future-ready  
Leaders & Workforce*
  3. *Shared Public Service Values – Patriotism, Integrity,  
Excellence, Spirituality*
- 

# Public Service is a Public Trust

Article XI, Sec. 1, 1987 Philippine Constitution

## Strengthening the Civil Service Under A Better Normal

MAKE  
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# THANK YOU VERY MUCH!

Chairperson ALICIA dela ROSA-BALA  
Philippine Civil Service Commission

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