Civil Service Commission

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CSC
Republic of the Philippines
CIVIL SERVICE COMMISSION
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Online Competency Assessment Briefer

Self Assessment

Workplace 360° Assessment
- Superior
- Peers
- Subordinates

Identify
- Individual Development Plan
- Office development Plan

Development
- Employee initiates his/her development based on his/her IDP
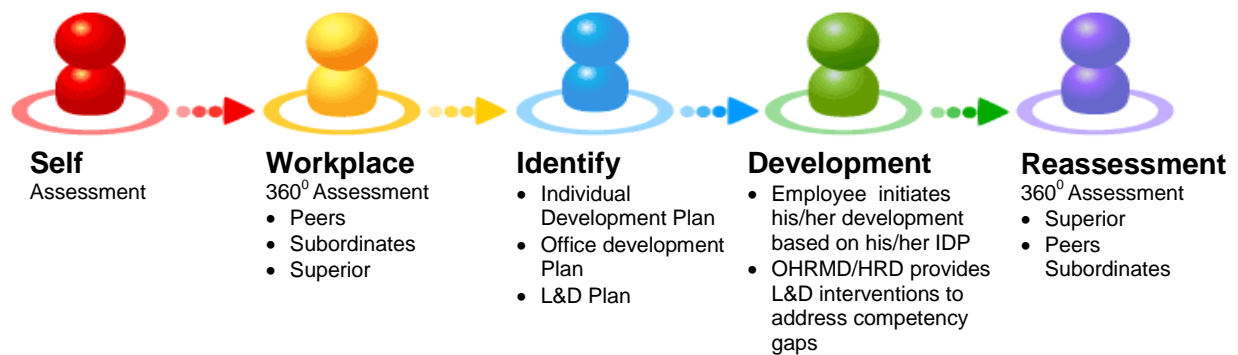
Reassessment 360° Assessment
- Superior
- Peers Subordinates
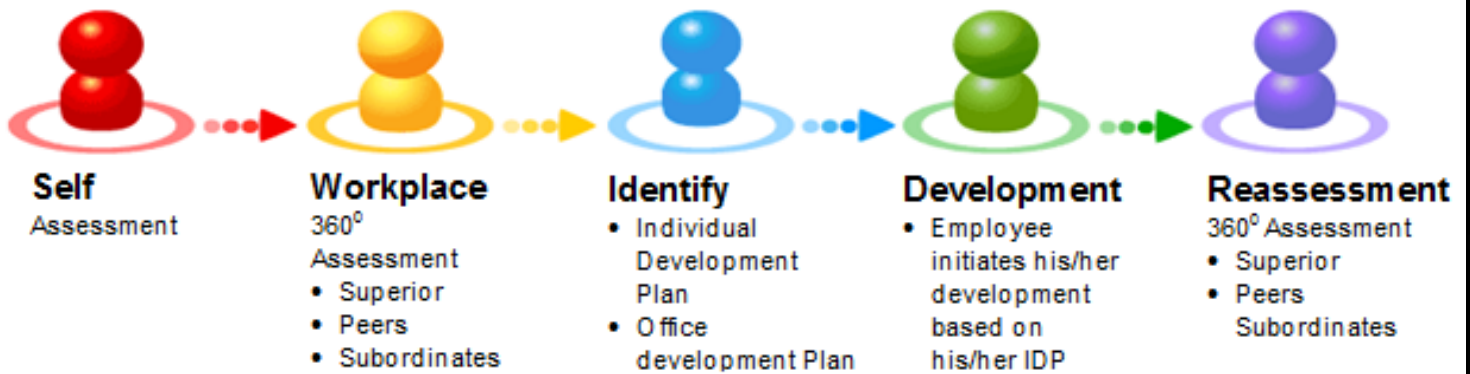
CSC ONLINE COMPETENCY ASSESSEMENT

The CSC Online Competency Assessment (OCA) is a web-based assessment platform that gauges an employee's individual competencies against the actual competency requirements of a job. The system speeds up the assessment process by automatically generating reports right after all assessment forms have been completed online. The installation of the system has resulted in a **lead time reduction** of the total competency assessment cycle from **3 months to 1 month**. The OCA services a total of **1,180 CSC employees** at all levels of the organization, at the time of its first installation and run.

COMPETENCY ASSESSMENT PROCESS

Self
Assessment

Workplace
360⁰ Assessment
- Peers
- Subordinates
- Superior

Identify
- Individual Development Plan
- Office development Plan
- L&D Plan

Development
- Employee initiates his/her development based on his/her IDP
- OHRMD/HRD provides L&D interventions to address competency gaps

Reassessment
360⁰ Assessment
- Superior
- Peers Subordinates

The OCA employs a **360˚ feedback** mechanism. This means that a range of responses is collected from the incumbent herself/himself, from her/his supervisor, from pre-identified peers, and from her/his subordinates, if any. This type of assessment allows for a more holistic view of the incumbent's competencies, and could guide the supervisor's final assessment.

Ratings are given through a form detailing specific behaviors per competency, as shown in Figure 1 below.

Figure 1. Assessment form

Exemplifying Integrity

The ability to exemplify high standards of professional behavior as public servants, adhering to ethical as well as moral principles, values and standards of public office.

A : Jinky Jayme demonstrates the sample behavior consistently.
B : Jinky Jayme demonstrates the sample behavior but not consistently.
C1 : Jinky Jayme is not demonstrating the sample behavior. Jinky Jayme needs assistance to demonstrate it.
C2 : Jinky Jayme is not demonstrating the sample behavior. Jinky Jayme needs opportunity to demonstrate it.

	A	B	C1	C2
Maintain confidentiality and protect the privacy of employees, customers, and other members of the public.	A○	B○	C1○	C2○
Adheres to a strict appreciation for moral and ethical behavior, acting out of a strong sense of obligation, and considering right and wrong in making decisions.	A○	B○	C1○	C2○
Provides advice and guidance to subordinates with regard to concerns elevated to their level.	A○	B○	C1○	C2○
Confront peers and or offices regarding ethical problems or issues and deals proactively with conflict when addressing professional behavior with others.	A○	B○	C1○	C2○

To supplement ratings given, text areas for qualitative comments are provided, as shown in Figure 2 below.

Figure 2. Comments section

Once all assessments have been completed, results can be generated real-time, with a roster of different result views – including the percentage of competencies met or not met, and a list of employees who were not able to reach the target proficiency levels for specific competencies. The roster of group-level reports can be seen in Figure 3 below.

Figure 3. Group-level report generation window

Report	Description
Competencies NOT Met	Summary of the number and percentage of employees/officials NOT meeting all the competencies required of the position (per position category)
Competencies MET	Summary of the number and percentage of employees/officials meeting all the competencies required of the position (per position category)
Mission Critical Competencies MET	Summary of the number and percentage of employees meeting the Mission-Critical Competencies (per position category)
Mission Critical Competencies NOT MET	Summary of the number and percentage of employees NOT meeting the Mission-Critical Competencies (per position category)
Competency Count	Summary of the number of competencies met by employees/officials (per position category)
Competency Rank	Summary of commonly Unmet Competencies by employees/officials
Personnel List NOT Met	List of Personnel with unmet competencies by office (to include all competencies not met)
Competency List NOT Met by Personnel	List of personnel who do not meet each competency per position category.
Competency Results Summary	Summary of Results per competency per office
Behavioral Indicators NOT demonstrated	Count of behavioral indicators not being demonstrated.
Competency Results per Office	Competency Results of an employee per Office

SELECT OFFICE	SELECT REPORT	SELECT ASSESSMENT DATE RANGE
Entire Organization	Personnel List NOT Met	2015-06-15 TO 2015-08-30

Supervisors and incumbents can also download individual-level reports showing the incumbent's competency profile against the target profile for her/his role. The individual results serve as basis for the creation of the individual development plan.

DEVELOPMENT PLANNING

The individual development plan (IDP) details competency gaps, down to the behavioral level, and allows the supervisor and incumbent to assign corresponding learning interventions, as shown in Figure 4 below.

Figure 4. Individual development plan form

Once IDPs have been completed, the system automatically collates all IDPs from individuals within the unit, which can be used as input into the creation of office development plans (ODPs), as shown in Figure 5 below.

Figure 5. Collation of IDPs and creation of ODPs

SUSTAINABILITY

To ensure that the gains of the installation of the OCA are sustained after turnover, the LSP provided several measures. Among such measures is the conduct of both user and system administrator training. This was accompanied by the printing of User and Administrator Manuals that were turned over to CSC with the system.

In addition, the LSP also signed maintenance agreements with CSC, ensuring that technical support for the system is given for the next three years.

All of these sustainability measures were embedded in the Sustainability Action Plan committed by CSC top management to ensure that the necessary resources are provided.