

QUARTERLY PHYSICAL REPORT OF OPERATION

As of December 31, 2023

Department : Department of Labor and Employment (DOLE)
Agency/Entity : National Conciliation and Mediation Board
Operating Unit : Central Office
Organization Code (UACS) : 16 003 0100000

Particulars	UACS CODE	Physical Target (Budget Year)					Physical Accomplishment (Budget Year)					Variance as of December 31, 2023	Remarks
		1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total		
1	2	3	4	5	6	7	8	9	10	11	12	13	14
LABOR-MANAGEMENT PARTNERSHIP AND EMPOWERMENT PROGRAM	3101000000000000												
OO : Labor-management relations improved													
Outcome Indicators													
1. Percentage of incidence of Preventive Mediation (PM) and Notices of Strike/Lockout (NS/L) cases													
involving companies with Labor Management Cooperation/Councils/Committees (LMCs) and/or Grievance Machineries (GMs)													
a. Percentage of Incidence of PM and NS/L cases													
involving companies with LMCs		not more than 10%	not more than 10%	not more than 10%	not more than 10%	not more than 10%	1.20%	0.46%	0.80%	0.40%	2.78%		The Board surpassed its target on this performance indicator. The attainment of the target was attributed largely to the effective promotional efforts of the Board's technical staff in the implementation of the Board's program through its intensified monitoring of companies and ensuring that available bipartite mechanisms are utilized thereby encouraging a more harmonious relationship in workplaces.
b. Percentage of Incidence of PM and NS/L cases													
involving companies with GMs		not more than 10%	not more than 10%	not more than 10%	not more than 10%	not more than 10%	1.64%	1.03%	1.39%	0.78%	4.68%		The Board surpassed its target on this performance indicator. The attainment of the target was attributed largely to the effective promotional efforts of the Board's technical staff in the implementation of the Board's program through its intensified monitoring of companies and ensuring that available bipartite mechanisms are utilized thereby encouraging a more harmonious relationship in workplaces.
Output Indicators													

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1. LMCs facilitated		100	99	99	99	397	80	110	85	113	388	(2.27%)	The Board failed to attain the target of 397 due to the following reasons: For some companies, programs such as LMC is not their priority; Reluctance of companies to fully embrace the mechanism, though already oriented on the benefits of setting up of LMC and despite numerous attempts to encourage them to finally establish their LMC structure
2. LMCs Enhanced		525	525	525	524	2,099	661	718	532	264	2,175		The attainment of the target was attributed largely to the effective promotional efforts of the Board's technical staff in the implementation of the Board's program through its intensified monitoring of companies and ensuring that available bipartite mechanisms are utilized thereby encouraging a more harmonious relationship in workplaces. The same is also attributed to the willingness of companies with existing LMCs to know and gain more from the benefits of the program. Strong partnership and networking with DOLE-ROs and other members of the Regional Coordinating Council (RTWPB, OSHC and ECC), stakeholders and Regional LMC Associations to ensure continual improvement of LMCs through the conduct of area-wide seminars and learning sessions. Continuous monitoring and/or survey of companies to determine their needs and areas of interest.
3. GMs Institutionalized/Operationalized		100	99	99	99	397	80	103	77	126	386	(2.77%)	The Board failed to attain the target of 397 due to some targeted companies' reluctance to submit to the institutionalization process being not yet
													ready to establish their own grievance mechanism. Ways forward would include targeting other companies with labor disputes in the past 3 years instead of the previous year only.

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4. GMs Enhanced		525	525	525	524	2,099	383	759	391	647	2,180		The attainment of the target was attributed largely to the effective promotional efforts of the Board's technical staff in the implementation of the Board's program through its intensified monitoring of companies and ensuring that available bipartite mechanisms are utilized thereby encouraging a more harmonious relationship in workplaces. Clients now recognized the need to have an effective mechanism to prevent conflict in the workplace to have a harmonious and dynamic relations at the enterprise. Continuing collaboration/partnership with social partners (regional association of voluntary arbitrators); TIPC and convergence team. Continuous monitoring and/or survey of companies to determine their needs and areas of interest.
LABOR CASE MANAGEMENT PROGRAM	320100000000000												
OO : Labor disputes effectively settled / resolved													
Outcome Indicators													
1. Percentage of Notices of Strike/Lockout handled		not more	not more	not more	not more	not more than							
which resulted to strike incidence		6% of NS/L handled	6% of NS/L handled	6% of NS/L handled	6% of NS/L handled	6% of NS/L handled	1.49%	0.00%	0.00%	2.13%	1.39%		The Board surpassed its target. Only 1.39% or two (2) of the 144 notices of strike/lockout handled materialized into actual strikes. While the Board monitored three (3) work stoppages in 2023, one (1) of which was considered a "wildcat strike". The attainment of target is attributed to the timely provision of assistance to workers and management to address their concerns and assist the parties to come to an amicable solution/agreement
Output Indicators													
1. Disposition rates of:													

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a. Actual Strike/Lockout (AS/L)		100%	100%	100%	100%	100%	100%	-	100%	100%	100%		The Board achieved its target. Out of the three (3) actual strikes handled, 100% or all three (3) cases were settled. The attainment of the target was attributed to the persistent effort of case handlers through intensified case monitoring, the adoption of available means of communication (digital, traditional, and face-to-face if necessary), and quality conciliation-mediation services. The adoption of team conciliation has also been effective in settling/disposing work stoppages.
b. Voluntary Arbitration		60%	60%	60%	60%	60%	40.97%	39.75%	30.08%	47.13%	71.95%		The Board surpassed its target. Of the 2,068 handled, 72% or 1,488 VA cases were disposed of. The attainment of the target are attributed to the following reasons: Continuous upgrading of skills of Accredited Voluntary Arbitrators (AVAs). Strengthening of institutional capacity by implementing close monitoring of pending VA cases Constant coordination and follow-ups with AVAs on their pending cases
2. Settlement rates of:													
a. Requests for Assistance (RFAs)		70%	70%	70%	70%	70%	67.91%	71.34%	71.21%	68.95%	70.38%		The following are the reasons why the SENa target of 70% settlement rate was achieved: The ability of SEADOs to explain fully the SENa program, its objectives and benefits to the complainants and the respondents. Provision of assistance to complainants to address their concerns and assist the parties to come to an amicable solution/agreement. Ability to analyze situations and provide options for settlement. Ability to probe the real issues raised by the complainants for the provision of possible solutions to reach amicable settlement of the dispute Willingness of parties to come to terms and settle the issues. Provision of trainings to SEADOs to enhance their
													conciliation-mediation skills.

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b. Preventive Mediation (PM)		85%	85%	85%	85%	85%	71.32%	64.91%	66.90%	71.79%	87.19%		The Board surpassed its target. Of the 398 PM cases handled, 87% or 347 were settled. The attainment of the target was attributed to the persistent effort of case handlers through intensified case monitoring, the adoption of available means of communication (digital, traditional, and face-to-face if necessary), and quality conciliation-mediation services.
c. Notice of Strike/Lockout (NS/L)		70%	70%	70%	70%	70%	55.22%	46.94%	62.00%	59.57%	82.64%		The Board surpassed its target. Of the 144 NS/L cases handled, 83% or 119 were settled. The attainment of the target was attributed to the persistent effort of case handlers through intensified case monitoring, and the adoption of available means of communication (digital, traditional, and face-to-face, if necessary). Marathon conciliation and team conciliation were also conducted when necessary.
3. Percentage of cases/RFAs settled within process													
cycle time (NS/L, PM, and SeNA)		60%	60%	60%	60%	60%	68.77%	73.19%	70.50%	69.91%	70.50%		The Board surpassed its target. The attainment of the target was attributed to the persistent effort of case handlers through intensified case monitoring, the adoption of available means of communication, hybrid meetings (digital and face-to-face), and quality conciliation-mediation services.

Prepared by:


 JOSELITO O. RIVERA
 Planning Officer III

Reviewed by:


 MARIFE E. FAUSTO
 Chief, RIN

Recommending Approval:


 MARIA CRISTINA O. MANGALIMAN
 Deputy Executive Director IV

Approved By:


 MARIA TERESITA L. CANCIO
 Executive Director IV

This report was generated using the Unified Reporting System on February 12, 2024 6:25 PM; Status : SUBMITTED