

## BACKGROUND

This training program is a non-residential training program which will be conducted by the Eastern Regional Organization for Public Administration (EROPA) and will be held at the University of the Philippines-National College of Public Administration and Governance (UP-NCPAG). This program is intended not only for government personnel involved in human resource management (HRM) such as personnel specialists, training specialists, and human resource division chiefs, but, more important, for heads of offices like Bureau Directors and Regional Directors and their assistants, as well as Assistant Secretaries in charge of administrative and HR matters.

## OBJECTIVES

Any organization, whether in the government or business sector, requires a pool of competent manpower that will implement and produce desired goals. Without human resources, an organization will not be able to achieve its goals even if it owns the best machines and technologies available. Human resources play an equally, if not more, important role in organizational operations.

As the significant role of human resources is recognized, it is therefore necessary for any organization to acquire competent employees, motivate them to improve their performance and boost their morale, provide compensation that is commensurate to their skills and responsibilities, and keep the organization moving forward in the event that some of the employees have to leave (e.g. retirement, permanent incapacity, etc.), among others. How to do these things effectively will be the focus of this training program.

The proposed training aims to review and refine the knowledge and understanding of the participants in HRM by means of lectures to be given by human resource management expert-practitioners from the government. The goal of the program is to train the participants to further hone their skills in effectively conducting activities relating to HRM and help them understand the different issues in the subject area with reference to civil service rules and regulations.

## COURSE CONTENTS

The training program shall be divided into four courses and each course shall discuss the basic HR functions. The courses are follows and the first batch is scheduled below:

No.	Course Title	Date
1	Recruitment, Selection and Appointment	17 July 2009
2	Performance Management, Training and Promotion	31 July 2009
3	Benefits and Compensation Administration	14 August 2009
4	Conflict Management and Grievance Resolution	28 August 2009

**Recruitment, Selection and Appointment.** This course shall look at the techniques and approaches to recruitment, selection and appointment, with respect to civil service rules and regulations. This shall also include discussions on Succession Planning which is a necessary tool in keeping the operations of the organization by maintaining the right number of staff and getting the best of the best after the retirement of the person(s) who used to take charge of top organizational position(s).

**Performance Management, Training and Promotion.** This shall explore on the role of Performance Management as a tool in keeping track the performance of employees with the aim of improving this performance in order to achieve the best results for the organization. Training shall also be discussed and its important role in keeping a well-performing workforce or in improving the skills of those who are non-performers. Performance Management and Training shall also be viewed as tools in determining people who deserve promotion.

**Benefits and Compensation Administration.** This course shall specifically look at the latest issues and developments in benefits and compensation administration. Among others, this shall discuss the developments and issues concerning the Salary Standardization Law III (or SSL III) to enlighten participants about this promising policy for the benefit of government workers. This shall also look at how government owned and controlled corporations (GOCCs) manage their benefits and compensation affairs, including the discussion of the benefits gained by GOCC employees. Further, processes, issues, and benefits relative to the Government Service Insurance System (GSIS), Pag-ibig Fund, PhilHealth, and the Employees Compensation Commission (ECC) will be explored.

**Conflict Management and Grievance Resolution.** This course shall look at the different mechanisms, techniques and processes involved in Conflict Management and Grievance Resolution, including bargaining, conciliation, mediation, arbitration, etc. This shall discuss approaches to win-win solutions so that both parties involved in a conflict will be satisfied. More important, this course shall look at preventive mechanisms in

order to avoid conflicts between employees of the same level, between the manager and his employees, and between management and unions, among others.

### **TRAINING METHODOLOGY**

The training shall utilize multiple interactive learning techniques such as seminar-workshop, lecture-discussions, and dialogues. The resource persons shall discuss and elaborate on the subject matter. The lecturers shall talk about the theoretical and legal frameworks of HRM in the Philippine government and how HRM activities and strategies can be effectively implemented in the actual work area. Case studies presenting best practices on HRM may be utilized in order to establish benchmarks and provide a room for continuous improvement in the field. An open forum after each course shall be convened so that participants can have the time to clarify issues, raise questions, as well as input their suggestions.

### **RESOURCE PERSONS**

Resource persons are drawn from a pool of HR practitioners who are experts not only in the field of human resource management, but also in civil service rules and regulations. Apart from being experts, the resource speakers are experienced individuals who have been involved in managing the human resources of the Philippine bureaucracy for the majority of their professional stint as government practitioners.

### **REGISTRATION**

Registration is on a first-come, first-served basis. Each course will accommodate 50-60 participants at the maximum. Registration fee is PhP 2000 per person, per course, inclusive

of training kits, meals, and the training fee itself. The fee should be paid in cash or check payable to EROPA on the training day, just before the training proper.

To reserve for a slot in the training program, contact the EROPA Secretariat at telefax 929-7789 or send email to [eropa.secretariat@gmail.com](mailto:eropa.secretariat@gmail.com). Registration period begins on 15 June 2009.

### **ABOUT EROPA**

The Eastern Regional Organization for Public Administration (EROPA) is an organization of states, groups and individuals in the general area of Asia and the Pacific. The Organization came into being in 1960, in response to a common desire among developing countries to promote regional cooperation in improving knowledge, systems and practices of government administration to help accelerate economic and social development. It was the first organization in the region to be devoted to the development of public administration in order to advance the economic and social development of countries in Asia and the Pacific. EROPA consists of state members in the region, institutions in the area such as institutes or schools of public administration, universities, agencies and municipal corporations and individuals whose achievements in the field of governance and public administration are recognized.

EROPA endeavors to achieve its objectives through regional conferences, seminars, training programs, special studies, surveys, research studies, and publications. Its activities are carried out through the EROPA headquarters in Manila, as well as through its three regional centers, namely the EROPA Development Management Center in Kyenggi-do, Korea, the EROPA Local Government Center in Tokyo, Japan and the EROPA Training Center in New Delhi, India.

Activities of EROPA have been held in different parts of the region. Meetings and Seminars have been conducted in Manila, Hong Kong, Tokyo, Bangkok, New Delhi, Seoul, Taipei, Tehran, Jakarta, Kathmandu, Kuala Lumpur, Beijing, Macau, Hanoi, Canberra, Samoa, and Bandar Seri Begawan.

As one of the leading organizations in the Asia-Pacific region, EROPA has been accredited by the United Nations Public Administration Network (UNPAN) as one of the latter's Online Regional Centers (ORCs). As such, the EROPA serves as one of UNPAN's contributors in the Asia-Pacific region in keeping an updated database of public administration developments.

## *Achieving Integrity in the Civil Service through Effective Human Resource Management*

*A Training Program Designed and Conducted by the*

### **EASTERN REGIONAL ORGANIZATION FOR PUBLIC ADMINISTRATION (EROPA)**



#### **The EROPA Secretariat**

UP National College of Public Administration Bldg.  
University of the Philippines, Diliman, Quezon City  
Telefax. 632.929.7789

Email. [eropa.secretariat@gmail.com](mailto:eropa.secretariat@gmail.com)

Contact Persons: Mr. Prejean A. Prieto  
Mr. Elmor D. Juridico  
*Deputy Secretary General for  
Training and Development*