

ADMINISTRATIVE ORDERNo. 15
Series of 2023**SUBJECT: NEW EMPLOYEE ONBOARDING PROGRAM OF THE
DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT****I. RATIONALE**

In adherence to the Civil Service Commission's (CSC) Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM) Enhanced Maturity Level Indicators, an onboarding program will be implemented to employees who are newly appointed, reemployed, reappointed, and transferred from other government agencies.

The New Employee Onboarding Program, the "Onboarding Program" for brevity, links with the four (4) HR Systems identified as follows: Recruitment, Selection, and Placement (RSP), Learning and Development (L&D), Performance Management (PM), and Rewards and Recognition (R&R). Moreover, this program aims to integrate new employees with the agency and its culture, prepare employees to succeed at their job, and become fully engaged, productive members of the Department.

In order to fully incorporate these 4 HR Systems harmoniously, onboarding newly hired employees in the organization should be a strategic process that involves employees in HR, respective Heads of Offices, and the top management.

II. OBJECTIVES

The program aims to provide a standardized procedure in the preparation, assimilation, and engagement of new employees to the organization and into their respective Office/Bureau/Service/Unit (OBSU). More specifically, it aims to:

1. Welcome and orient newly hired employees, and provide concise information that will help them become comfortable and easily adjust within the Department, to increase their genuine sense of belongingness;
2. Communicate the Department's mandate, vision, mission, and goals, help newly hired employees understand key policies and processes, and promote communication between employees, their supervisor, and peers;
3. Provide right, relevant, and responsive information on the Employee Rights and Responsibilities as a Public Officer;
4. Contribute excellence to job performance and employee satisfaction, lower the turnover rate, and provide a venue for regular feedback, job performance, and results; and

5. Enhance effectiveness of systems, technology, policies, procedures, and communications.

III. LEGAL BASES

1. CSC Memorandum Circular No. 24, Series of 2016, or the *Program to Institutionalize Meritocracy in Human Resource Management (PRIME-HRM) Enhanced Maturity Level Indicators*;
2. CSC Memorandum Circular No. 14, Series of 2018, or the *2017 Omnibus Rules on Appointments and Other Human Resource Actions, Revised July 2018*;
3. DSWD Administrative Order No. 23, Series 2018, or the *DSWD Strategic Performance Management System*; and
4. DSWD Administrative Order No. 12, Series of 2020, or the *Revised Merit Selection Plan*.

IV. COVERAGE

The Onboarding Program shall cover newly hired employees in the Department with Salary Grades 1 to 27¹ except for presidential appointees, with corresponding identification:

TYPE	CODE	DESCRIPTION
1	PE	New entrants to the Department on permanent status undergoing probationary period
2	PI	Internal employees from the Department on permanent status undergoing probationary period , previously non-career or Contract of Service (COS) status
3	NC	New entrants to the Department on contractual, casual, or coterminous status
4	TR	New entrants to the Department on permanent, contractual, casual, or coterminous status who are inter-agency² or intra-agency³ transferees without gap in service

It may be noted that some newly hired employees will undergo a probationary period with specific onboarding activities, while others are exempt. The following appointees shall be required to undergo probationary period:

1. Original appointees in the career service with permanent status of appointment;
2. Non-career service employees who are reappointed to a career position under permanent status;
3. Temporary appointees who, after meeting the eligibility requirements for a permanent appointment in the career service, are reappointed (change of status to permanent);

¹ SG 27 pertaining to the Head Executive Assistant

² From another government agency

³ From the Central Office to a Field Office or vice-versa, or from a Field Office to another Field Office

4. Those who are re-employed under permanent status;
5. Appointees to Category III positions as provided in CSC Memorandum Circular (MC) No. 11, s. 1996, as amended shall be under probation for a period of one (1) year; and
6. Other appointees whose positions require a probationary period.

V. DEFINITION OF TERMS

1. **Career Service** – refers to positions in the civil service characterized by (i) entrance based on merit and fitness to be determined as far as practicable by competitive examinations, or based on highly technical qualifications; (ii) opportunity for the advancement to higher career positions; and (iii) security of tenure.
2. **Coaching**⁴ – refers to an informal but personal on-the-job training technique that focuses on developing a person's skills, knowledge and work performance; spontaneous coaching usually occurs between a line manager and their staff.
3. **Head of OBSU** – refers to the official/employee designated as head or Officer-In-Charge (OIC) of the concerned OBSU for the Central Office and Field Office counterparts.

Illustrative Example:

Central Office		Field Offices	
Employee A	Assigned at the Program Management Bureau (PMB)	Employee C	Assigned at the Administrative Division (AD)
Head of OBSU	Director IV or OIC of PMB	Head of OBSU	Division Chief (DC) or OIC of AD
Employee B	Assigned at the Office of the Undersecretary for Policy and Plans (OUS-PPG)	Employee D	Assigned in a Center/Institution
Head of OBSU	Undersecretary of OUS-PPG	Head of OBSU	DC or OIC of the Protective Services Division (PSD)

4. **Human Resource (HR) Focal** – refers to the staff from the concerned OBSU responsible for HR-related tasks or matters.
5. **Immediate Supervisor** – refers to the Section Chief/Division Chief/Officer-In-Charge/Official exercising immediate supervision over the newly hired employee, as indicated in the Position Description Form (PDF).

⁴ DSWD MC No. 10, s. 2018, or the Guidelines on the Provision of Technical Assistance and Resource Augmentation to Local Government Units through Social Welfare and Development Offices

6. **Mentoring**⁵ – refers to a career management tool used to nurture and develop staff in an organization. It occurs between two people in a work setting and its purpose is to transfer knowledge and information, share wisdom and experience, and offer advice and help in a confidential manner.
7. **Non-Career Service** – refers to positions in the civil service characterized by (i) entrance on bases other than those of the usual tests of merit and fitness utilized for the career service; and (ii) tenure which is limited to a period specified by law; or which is (iii) coterminous with that of the appointing authority. The status of appointments that are considered non-career are those such as contractual, casual, and coterminous.
8. **Onboarding**⁶ – also known as organizational socialization, refers to a process of integrating new employees into the organization and its culture. It is a mechanism that helps new employees acquire the necessary knowledge, skills, and behaviors.
9. **Onboarding Coordinator** – refers to the staff from the Human Resource Management and Development Service/Division (HRMDS/HRMDD) who assists the newly hired employees for the whole duration of the Onboarding Program.
10. **Peer Buddy** – refers to any staff from the concerned OBSU instructed by the Head of OBSU to partner with the newly hired employees during the Onboarding Program to assist and advise them relative to work.
11. **Probationary Period**⁷ – refers to the actual service following the issuance of a permanent appointment wherein the appointee undergoes a thorough character investigation and assessment of capability to perform the duties of the position enumerated in the PDF. The duration of probationary period is generally six (6) months or depending on the duration of the probationary period as required by the position.
12. **Unsatisfactory Conduct** – refers to the failure of the appointee to observe propriety in their acts/behavior and human public relations, and to irregular punctuality and attendance while performing their duties and responsibilities during the probationary period. This may include cases of neglect of duty, misconduct, insubordination, habitual tardiness and absenteeism.
13. **Want of Capacity** – refers to the failure of the appointee during the probationary period to perform the duties and responsibilities based on the standards of work outputs agreed upon and reflected in the duly signed performance targets despite the developmental intervention provided by the immediate supervisor.

VI. PROGRAM IMPLEMENTATION

The Onboarding Program shall last for a period of about six (6) months, from the time of issuance of appointment. By the end of the program, the newly hired employees are expected to be fully equipped with knowledge, skills, and attitude on how to

⁵ DSWD MC No. 10, s. 2018

⁶ Bauer, T. N., & Erdogan, B. (2011). Organizational socialization: The effective onboarding of new employees. In S. Zedeck (Ed.), *APA handbook of industrial and organizational psychology, Vol 3: Maintaining, expanding, and contracting the organization*, APA Handbooks in Psychology (pp. 51–64). Washington, DC, US: American Psychological Association

⁷ CSC MC No. 14, s. 2018, Rule V, Sec. 14, 2nd paragraph

perform their functions for the attainment of the Department's vision, mission, and goals.

In order to integrate the newly hired employees in the Department, they shall undergo the five (5) major timelines/milestones⁸:

A. First Milestone: Preparation (Before the First Day)

i. Upon receipt of the approved appointment, the appointee shall be assigned with an Onboarding Coordinator. An HRMDS/HRMDD Staff shall inform the newly hired employee within three (3) working days through email regarding the same for acknowledgment of the appointment and furnish the concerned OBSU and the assigned Onboarding Coordinator a copy.

ii. The Head of OBSU and/or HR Focal shall in turn immediately (a) provide information regarding the location of office assignment, assigned peer buddy, and immediate supervisor, (b) arrange necessary workspace, IT equipment, and office supplies in coordination with the Administrative Service/Division (AS/AD), and (c) correspond with the newly hired employee on their date of acknowledgment of appointment and assumption.

iii. The Onboarding Coordinator shall prepare all the necessary Onboarding Program forms immediately in anticipation of the acknowledgement, and request to the Information and Communications Technology Management Service (ICTMS)/Regional ICTMS (RICTMS) the creation of a DSWD email address and active directory account for the newly hired employee.

iv. On the day the newly hired employee acknowledges their appointment, the Onboarding Coordinator shall conduct a brief HR Orientation (**Annex G**) and issue the Onboarding Kit, which includes the following:

- a. Welcome Letter⁹ (**Annex A**);
- b. Journey Checklist¹⁰ (**Annex B**); and
- c. Program Evaluation Form (**Annex C**).

B. Second Milestone: Induction (First Week)

i. On the agreed assumption date, the newly hired employee shall proceed to the HRMDS/HRMDD Office, where the Onboarding Coordinator will endorse them to their respective OBSU.

ii. The OBSU, i.e. the Head of OBSU, immediate supervisor, and peer buddy, shall carry out the following onboarding activities:

- a. Sign the Certification of Assumption to Duty with the Onboarding Coordinator as witness;
- b. Assist the newly hired employee in the accomplishment of the PDF;

⁸ Refer to the Onboarding Program Process Guide (**Annex F**) for the applicability of the steps for each Type of New Employee.

⁹ Included in the Welcome Letter and HR Orientation Guide is the link to the Employee Handbook.

¹⁰ The Journey Checklist shall be the guide of the newly hired employee on their onboarding activities, to be carried out and signed by its respective action officers.

- c. Orient the newly hired employee on their job roles/functions;
- d. Introduce the newly hired employee to colleagues within the OBSU;
- e. Conduct an Agency Tour (within the OBSU, other necessary areas);
- f. Discuss the internal office policies and mandates and issue the Operations Manual (if any); and
- g. Orientation on Quality Management Program (ISO 001:2015 Standards).

iii. The Oath of Office shall be administered by the following authorized officers pursuant to Republic Act No. 6733¹¹, Section 2:

- a. Secretary of the Department;
- b. Bureau Directors;
- c. Regional Directors; or
- d. Notaries public.

iv. The Onboarding Coordinator shall provide the newly hired employee with their respective DSWD email address and active directory account once created and forwarded by the ICTMS/RICTMS, and inform them regarding the earliest available schedule of the Agency Orientation.

v. An HRMDS/HRMDD Staff in-charge of Performance Management shall prepare a memorandum for the said employee regarding their probationary period once the appointment has been acknowledged, if applicable.

vi. The Onboarding Coordinator shall update the masterlist of assumed employees, shared to the PRAISE Secretariat for issuance of monthly Welcome Banner and announcement during the Flag-Raising Ceremony or other related activities or platform, and to the HRMDS/HRMDD Staff in-charge of Learning and Development for invitation to the monthly Agency Orientation.

vii. The Onboarding Coordinator shall endorse the newly hired employee to a designated HRMDS/HRMDD Staff and a Financial Management Service/Division (FMS/FMD) Staff for the following activities, if applicable:

- a. Human Resource Management Information System (HRMIS) enrollment;
- b. Biometrics enrollment;
- c. Issuance of endorsement letter to Land Bank for ATM Card;
- d. Submission of required documents for application of Identification (ID) Card; and

¹¹ An Act to Amend Section 21, Title I, Book I of the Revised Administrative Code of 1987, Granting Members of Both Houses of the Congress of the Philippines the General Authority to Administer Oaths, and For Other Purposes

e. Submission of accomplished necessary forms for mandatory deductions (e.g. updating of information in the GSIS, SSS, Pag-IBIG, PhilHealth, BIR/TIN, and Authority to Deduct [ATD]).

viii. The newly hired employee will undergo actual immersion in their new job and craft their Division/Individual Performance Contract/s (DPC/IPC) and Rating Guide/s within five (5) days upon assumption to duty duly signed by the employee, the immediate supervisor, and the Head of OBSU, in order to identify committed results to deliver for the year and corresponding performance indicators¹². An HRMDS/HRMDD Staff in-charge of Performance Management may conduct Technical Assistance on the crafting of DPC/IPC for the employee, if necessary.

ix. Pursuant to the DSWD's Strategic Performance Management System (DSPMS), the performance cycle consists of four phases. The first phase shall commence during the Second Milestone.

Phase 1: Performance Planning and Commitment

The DSWD planning process will be facilitated through a consultative approach and it will begin with a review of the Department's internal and external context, ensuring that the plans are anchored on the pertinent international and local commitments of the Department.

To ensure that all deliverables are accounted for, including those for support and administrative concerns, the Office shall delegate commitment to its Division.

The DPC for the period shall be based on the approved Office Performance Contract (OPC). The OPC shall consist of targets of the division while the individual targets shall be aligned to the targets of the division.

During this stage, success indicators are determined. These shall serve as basis in the division and individual preparation of their performance contract and rating guide. The division and/or individual targets are set and discussed by their immediate supervisor, reviewed and concurred by the Head of OBSU. A duly signed copy of the DPC/IPC and Rating Guide shall be submitted to the HRMDS/HRMDD Staff in-charge of Performance Management.

C. Third Milestone: Immersion (First to Second Month)

i. The newly hired employee must comply with two (2) sets of pre-employment requirements¹³: (a) CSC requirements to be submitted within seven (7) working days upon acknowledgement of appointment, and (b) initial salary requirements to be submitted within thirty (30) calendar days upon acknowledgement of appointment. The Onboarding Coordinator shall remind the newly hired employee regarding the timelines.

ii. Once the newly hired employee has complied with their complete initial salary requirements, the HRMDS/HRMDD Staff in-charge of Personnel

¹² Those undergoing probationary period will need to craft an additional IPC covering the first six (6) months of service (the duration of the probationary period).

¹³ Refer to the HR Orientation Guide for the list of complete pre-employment requirements.

Administration shall provide them information on the status of their initial salary.

iii. The HRMDS/HRMDD Staff in-charge of Learning and Development shall schedule a monthly **Agency Orientation** to discuss foundational topics relative to the DSWD mandate, history, organizational structure, and other pertinent issuances, guidelines, and programs, which the newly hired employee must attend within the first month from assumption. Subsequently, the newly hired employee shall evaluate the agency orientation.

iv. Aside from the Agency-wide Orientation, the newly hired employee shall attend at least one (1) Learning and Development Intervention (LDI) activity, which is in-house and agency-initiated, such as the following:

- a. Values Orientation Workshop;
- b. Government Ethical Standard;
- c. Public Service Ethics and Accountability;
- d. Basic Office Communication; or
- e. Other capacity-building activity.

v. The Onboarding Coordinator shall forward monthly the masterlist of assumed employees to the AS/AD, who in turn shall provide the newly hired employees with a Go Bag.

vi. The newly hired employee will undergo the second phase of the performance cycle wherein the supervisors shall observe the new hire's work performance on a regular basis and accordingly provide regular feedback. Within the two (2) months into the program, supervisors are able to gauge, evaluate, and make discoveries relative to the new hire's competencies and work ethics. Further, new hires may be provided learning and development interventions for them to effectively perform their roles and functions.

Phase 2: Performance Monitoring and Coaching

During Phase 2, the performance of the individual will be regularly monitored and the supervisors and coaches play a critical role at this stage. The focus is on the critical function of the managers and supervisors as coaches and mentors to provide an enabling environment/intervention to improve performance, manage, and develop individual potentials. The supervisors shall consider empowerment principles to motivate subordinates/teammates to achieve performance results. Monitoring of performance and accomplishments can be facilitated through regular meetings, one-on-one discussions, and reviewing pertinent documents such as reports, among others. The use of Performance Monitoring and Coaching Accomplishment Report under DSPMS Annex J-L shall be utilized. Accomplishments of employees related to the fulfillment of IPC commitments shall also be submitted quarterly. The use of gender-fair language shall also be used in all performance management tools and forms.

D. Fourth Milestone: Engagement (Third to Sixth Month)

i. The newly hired employee is expected to be familiar with their job and have been provided a certain degree of autonomy by their supervisor. They are expected to have built a connection/network with their coworkers and other members of the organization.

ii. The newly hired employee **undergoing probationary period** shall craft two (2) Individual Performance Contract Review (IPCRs) within this period: one for the first three (3) months, and one for the second three (3) months. Results of performance evaluation shall likewise serve as reference in the determination of probationer's continuity of permanent appointment and eligibility to the Performance-Based Incentives and/or Bonuses. Meanwhile, for employees exempt from the probationary period, they will follow the regular schedule of crafting the semestral IPCRs or issuance of a Certificate of Performance Assessment (CPA) if the employee has rendered less than three (3) months of service in the rating period.

iii. An HRMDS/HRMDD Staff in-charge of Performance Management and the Onboarding Coordinator/Peer Buddy shall remind the probationary employee on the submission of the 1st and 2nd IPCR fifteen (15) days prior to the end of the 3rd and 6th month, respectively.

iv. The third phase of the DSPMS cycle shall fall within the fourth milestone.

Phase 3: Performance Review and Evaluation

The Performance Review and Evaluation process is conducted at the office, division, and individual level to assess whether commitments have been realized and identify factors that affect the performance. The employee undergoing probationary period shall engage in a dialogue with the Head of OBSU and the immediate supervisor to discuss the appraisal rating and identify areas of improvement and appropriate intervention.

In this phase, accomplishments are assessed based on the attainment of the commitments identified during the planning process in the first phase. The employee's performance during the probationary period shall be reviewed as follows¹⁴:

1. The immediate supervisor (rater) shall regularly gather feedback (e.g. can be done weekly, monthly) on the appointee's performance, and conduct performance discussions to determine appropriate interventions to improve the appointee's performance;
2. The performance appraisal/evaluation shall be done every 3rd and 6th month of the probationary period;
3. The performance review shall be conducted within ten (10) days before the end of every rating period during the probationary period;

¹⁴ CSC MC No. 14, s. 2018, Rule V, Sec. 15

4. The critical factors to be reviewed shall be based on the performance dimensions indicated in the DSPMS and may include competency (knowledge, skills, attitude), job-related critical incidents such as habitual tardiness, continuous absence from work, and good and bad behaviors observed;
5. The performance evaluation report shall be reviewed by the immediate supervisor and certified by the Head of OBSU; and
6. The employee shall be furnished one (1) to three (3) days with copies of the records of performance discussions held, job-related critical incidents documented, and performance evaluation reports with documents on their capability to meet the performance targets and work output standards and/or recommendations for the continuity of the permanent appointment. Corresponding copies shall be included in the 201 file.

Division Level (Division Chief)

The Division Chief shall prepare and adjust if necessary the respective Division Performance Contract Review (DPCR) within the prescribed performance assessment timeline. The Head of OBSU shall conduct a performance assessment session to discuss the Division’s accomplishments and determine the final Division performance rating.

Individual Level (Rank and file employees below Division Chief)

The immediate supervisor shall assess the performance based on the commitments made at the beginning. The assessment shall be based solely on the records of accomplishments such as rating for planned and/or intervening tasks, documentation, or any outputs as proof of actual performance. The self-rating shall be discussed by the immediate supervisor and the newly hired employee prior to the endorsement of the IPCR to the Head of OBSU who shall determine the final performance ratings based on proof of performance.

The immediate supervisor and the HRMDS/HRMDD shall regularly give guidance and feedback to ensure that the newly hired employee is able to perform their tasks, acquire the necessary competencies and create opportunities for learning and development opportunities that will help them determine their career path.

<i>Illustrative Example</i>	<i>Coverage of Assessment</i>	<i>Performance Evaluation Period</i>	<i>Date of Submission of IPCR</i>
<i>Probationary:</i> <i>Juan dela Cruz assumed duty on August 29, 2022</i>	<i>1st to 3rd month (August 29, 2022 to November 28, 2022)</i>	<i>November 18 to 28, 2022</i>	<i>November 29, 2022</i>
	<i>4th to 6th month (November 29, 2022 to February 28, 2023)</i>	<i>February 3 to 12, 2023¹⁵</i>	<i>March 1, 2023</i>

¹⁵ Ten (10) calendar days prior to the last fifteen (15) calendar days of the probationary period.

<p>Non-probationary: Rosario Galing assumed duty on April 18, 2022</p>	<p>1st Sem, C.Y. 2022 (April 18 to June 30, 2022)</p> <p>Less than three (3) months</p>	<p>April 18 to June 30, 2022</p>	<p>IPCR not applicable; issuance of CPA instead</p> <p>End of 1st Semester</p>
<p>Non-probationary: Pedro San Pedro assumed duty on September 5, 2022</p>	<p>2nd Sem, C.Y. 2022 (September 5 to December 31, 2022)</p> <p>Less than four (4) months but more than three (3) months</p>	<p>September 5 to December 31, 2022</p>	<p>End of 2nd Semester</p>

v. The services of an employee **undergoing probationary period** can be terminated for unsatisfactory conduct or want of capacity before the end of the second performance review in the sixth month. A notice of termination of service shall be issued to the employee under probation within fifteen (15) days after it was proven that the employee demonstrated unsatisfactory conduct or want of capacity during their probationary period. The notice of termination shall be executory after 15 days from receipt of the employee concerned. The same may be appealed to the CSC Regional Office concerned, within 15 days from receipt of notice but shall be executory pending appeal¹⁶.

vi. **If no notice of termination of office is given by the appointing authority to the employee before the expiration of the six-month or depending on the duration of the probationary period, the probationer becomes a permanent employee of the Department.** An HRMDS/HRMDD Staff in-charge of Performance Management shall remind the Head of OBSU and immediate supervisor of the probationary employee, one (1) month prior to the end of the probationary period, **to strictly observe timelines and provide evidence requirements of unsatisfactory conduct or want of capacity so as not to render an erring probationary employee into a permanent employee.**

vii. A non-career employees' services can be terminated if they fail to meet the performance standards as required by the position. For contractual employees¹⁷, the appointing authority may terminate the services of the appointee after giving a notice of at least thirty (30) days prior to the date of termination. For coterminous¹⁸ and casual¹⁹ employees, the appointing authority may terminate their services by virtue of a recommendation from the Head of OBSU of the appointee, even less than thirty (30) days prior to the date of termination.

viii. The final phase of the DSPMS cycle shall also fall within the fourth milestone.

¹⁶ CSC MC No. 14, s. 2018, Rule V, Sec. 16

¹⁷ CSC ORAOHRA, Revised 2018, Rule IV, Sec. 9, (f) Contractual

¹⁸ CSC Resolution No. 001266 dated 24 May 2000

¹⁹ CSC Resolution No. 011497 dated 10 September 2001

Phase 4: Performance Rewarding and Development Planning

Part of the individual employee's evaluation is the competency assessment vis-a-vis the competency requirements of the job. The result of the assessment shall be discussed by the Heads of OBSUs and immediate supervisors with the individual employee at the end of each rating period. The discussion shall focus on the strengths, competency-related performance gaps, and the opportunities to address these gaps, career path, and alternatives.

Appropriate developmental interventions shall be made by the Heads of OBSUs and immediate supervisors, in coordination with the HRMDS/HRMDD, mindful of the employee's individual circumstances, enabling him/her to contribute more fully in achieving and accounting for office/agency performance results.

An Individual Development Plan (IDP) to improve or correct performance of employees with Unsatisfactory or Poor performance ratings must be outlined, including timeliness, and monitored to measure progress.

The results of the performance evaluation/assessment shall serve as inputs to the:

1. Heads of OBSUs in identifying and providing the kinds of interventions needed based on the developmental needs identified;
2. HRMDS/HRMDD in consolidating and coordinating developmental interventions that will form part of the HR Plan, and the basis for rewards and incentives;
3. Office PRAISE Committee in identifying potential PRAISE Award nominees for various awards categories; and
4. Performance Management Team (PMT) in determining top performers of the Agency who qualify for awards and incentives.

E. Fifth Milestone: Conclusion (After the Sixth Month)

i. Upon successful completion of the onboarding program²⁰, the Onboarding Coordinator shall invite the newly hired employee to evaluate the New Employee Onboarding Program (**Annex C**) within three (3) working days after the end of the sixth month. Once accomplished, the onboarded employee shall be issued a Congratulatory Letter (**Annex D**) and/or a Certificate of Completion (**Annex E**) along with other reward items, subject to the availability of funds.

ii. The Onboarding Coordinator shall update the masterlist of successfully onboarded employees, shared to the PRAISE Secretariat for On-the-Spot Recognition which includes issuance of monthly Congratulatory Banner and

²⁰ This is determined upon the end of the newly hired employees' sixth month, submission of all accomplished Onboarding Program Forms and probationary/semestral IPCR or CPA.

announcement during the Flag-Raising Ceremony, or other related activities or platform.

iii. If the newly hired employee takes a leave of absence for thirty (30) calendar days or more, the onboarding journey shall be extended accordingly to complete the six (6) months. In case of less than thirty (30) days of absence, there is no need to extend provided that the newly hired employee is still able to complete the onboarding activities within the first 6 months.

iv. Employees who fail to complete the activities as outlined in the Journey Checklist within the set timeline will not be issued a Certificate of Completion.

v. Employees who have completed the Onboarding Program and were issued a Certificate of Completion do not need to repeat the program should they be hired to another OBSU, except if they classify as #2 Type of New Employee.

PROCESS OVERVIEW		
Timeline	Activities	Responsible Person/s
<i>Preparation: Before the First Day</i>		
Within 3 working days upon receipt of appointment	Notify the newly hired employee via email regarding their approved appointment and assign an Onboarding Coordinator.	HRMDS/HRMDD Staff
Upon notification of appointment	Provide the immediate supervisor, location of office assignment, and assigned peer buddy of the newly hired employee, and arrange necessary office space, equipment, and supplies.	OBSU, AS/AD
Upon notification of appointment	Prepare the necessary onboarding forms and request for creation of DSWD email address and active directory account to the ICTMS/RICTMS.	Onboarding Coordinator
On the day of acknowledgment of appointment	Conduct a brief HR Orientation and issue the Onboarding Kit.	Onboarding Coordinator
<i>Induction: First Week</i>		
On the day of assumption	Endorse the newly hired employee to the respective OBSU.	Onboarding Coordinator
On the day of assumption	Sign the Certification of Assumption to Duty.	Head of OBSU, immediate supervisor, peer buddy, HR Focal, Onboarding Coordinator
On the day of assumption	Orient the newly hired employee of the office mandates, internal policies, Quality Management Program, and job roles/functions, and assist in the accomplishment of the PDF.	Immediate supervisor, peer buddy, HR Focal

On the day of assumption	Conduct an agency tour.	Peer buddy, HR Focal
Upon provision of the ICTMS/ RICTMS	Provide the created DSWD email address and active directory account to the newly hired employee.	Onboarding Coordinator
On the day of assumption	Prepare a memorandum regarding the probationary period (if applicable).	HRMDS/HRMDD Staff (PM)
On the day of assumption	Update the masterlist of assumed employees as needed, shared to the PRAISE Secretariat and HRMDS/HRMDD Staff (L&D).	Onboarding Coordinator
Within 5 working days upon assumption	Administer the Oath of Office.	Authorized officer
Within 5 working days upon assumption	Enroll the newly hired employee for HRMIS and biometrics, issue an endorsement letter to the Land Bank, and prepare identification card. <i>DSPMS Phase 1: Performance Planning and Commitment</i>	Onboarding Coordinator, HRMDS/HRMDD Staff
Within 5 working days upon assumption	Assist in the crafting of the DPC/IPC.	Head of OBSU, immediate supervisor, peer buddy, HR Focal
Within 5 working days upon assumption	Submit the duly accomplished DPC/IPC to the HRMDS/HRMDD Staff (PM).	Newly hired employee
<i>Immersion: First to Second Month</i>		
Within 7 working days of the following month	Issue a Welcome Banner.	PRAISE Secretariat
Within the first month of service	Submit the complete CSC and Initial Salary requirements.	Newly hired employee
Every 3rd week of the month	Facilitate the Agency Orientation.	HRMDS/HRMDD Staff (L&D)
After the Agency Orientation	Evaluate the Agency Orientation.	Newly hired employee
Within the first 6 months of service	Attend at least one (1) in-house and agency-initiated LDI.	Newly hired employee
Within the first 3 days of the	Forward the masterlist of assumed employees in a month to the AS/AD for	Onboarding Coordinator

following month	provision of a Go Bag. <i>DSPMS Phase 2: Performance Monitoring and Coaching</i>	
Engagement: Third to Sixth Month		
	<i>DSPMS Phase 3: Performance Review and Evaluation</i>	
	For probationary employees:	
At least 15 working days before the end of the 3rd month	Prepare a memorandum for the newly hired employee regarding the 1st performance review and evaluation.	HRMDS/HRMDD Staff (PM)
At least 10 working days before the end of the 3rd month	Conduct the 1st performance review and evaluation and craft the DPCR/IPCR for the first three (3) months.	Immediate supervisor, newly hired employee
On the last day of the 3rd month	Submit the duly accomplished DPCR/IPCR to the HRMDS/HRMDD Staff (PM).	Newly hired employee
At least 1 month prior to the end of the probationary period	Prepare a memorandum for the Head of OBSU and immediate supervisor regarding the end of the probationary period.	HRMDS/HRMDD Staff (PM)
At least 15 working days before the end of the 6th month	Prepare a memorandum for the newly hired employee regarding the 2nd performance review and evaluation.	HRMDS/HRMDD Staff (PM)
At least 10 working days before the end of the 6th month	Conduct the 2nd performance review and evaluation and craft the DPCR/IPCR for the second three (3) months.	Immediate supervisor, newly hired employee
On the last day of the 3rd month	Submit the duly accomplished DPCR/IPCR to the HRMDS/HRMDD Staff (PM).	Newly hired employee
	If probationer exhibited unsatisfactory conduct or want of capacity:	
At least fifteen (15) days prior to the end of the probationary period	Prepare a notice of termination upon receipt of the recommendation from the Head of OBSU.	HRMDS/HRMDD Staff (PM)
	For non-probationary employees:	
Depending on the Performance Management	Conduct the performance assessment for the semester.	Immediate supervisor, newly hired employee

Team (PMT) Calendar of the year as approved by the PMT Chairperson	Craft and submit the duly accomplished semestral DPCR/IPCR to the HRMDS/HRMDD Staff (PM); or Issue the CPA.	Newly hired employee Head of OBSU
Conclusion: After the Sixth Month		
On the 1st working day after the 6th month	Invite the newly hired employee to evaluate the Onboarding Program.	Onboarding Coordinator
Within 3 working days upon the end of the 6th month	Submit the complete accomplished onboarding forms.	Newly hired employee
Within 3 working days upon receipt of complete accomplished onboarding forms	Prepare a Congratulatory Letter (if applicable); and/or Prepare a Certificate of Completion.	HRMDS/HRMDD Staff (PM) Onboarding Coordinator
Upon successful completion of the program	Update the masterlist of successfully onboarded employees in a month, shared to the PRAISE Secretariat.	Onboarding Coordinator
Within 7 working days of the following month	Issue a Congratulatory Banner.	PRAISE Secretariat

VII. INSTITUTIONAL ARRANGEMENTS

The Onboarding Program is a shared responsibility between and among the HRMDS/HRMDD, the ICTMS/RICTMS, the AS/AD, the concerned Head of OBSU, immediate supervisor, peer buddy, HR Focal, and the newly hired employee. The functions and responsibilities of those concerned are as follows:

A. Human Resource Management and Development Service/Division

1. Prepare, coordinate, and arrange with the concerned persons or offices prior and during the first six (6) months of the newly hired employees;
2. Provide necessary forms and brief HR orientation to the newly hired employees;
3. Submit the complete pre-employment requirements of the newly hired employees to the CSC;
4. Facilitate the request for creation of DSWD email address and active directory account;
5. Process the initial salary of the newly hired employees with complete pre-employment requirements;

6. Circulate through an monthly email blast a Welcome Banner for those newly hired and a Congratulatory Banner for those who successfully completed the Onboarding Program;
7. Endorse the newly hired employees to the respective OBSU on the day of assumption;
8. Facilitate the Agency Orientation;
9. Assist in performance monitoring and evaluation;
10. Assist the newly hired employees in the continuous updating of the Journey Checklist;
11. Provide reminders to the newly hired employees on salient timelines and pillars during their first six (6) months;
12. Conduct a monitoring, periodic review and evaluation of the Onboarding Program; and
13. Orient the partners regarding the Onboarding Program to have a better understanding and appreciation of the program.

B. Information and Communications Technology Management Service or Regional ICTMS

1. Create DSWD email address and active directory account and set up network connection, necessary technical assistance such as connection to available printers and other assistance as needed.

C. Administrative Service/Division

1. Assist the OBSU in the arrangement of necessary workspace and provision of IT equipment, office supplies, and GoBag for newly hired employees.

D. Head of OBSU

1. Sign the Certification of Assumption to Duty for the newly hired employees in the presence of the Onboarding Coordinator;
2. Discuss the Office Performance Contract and the newly hired employees' Division/Individual Performance Contract by setting targets/commitments;
3. Ensure completion of the onboarding journey of the newly hired employee; and
4. Recommend developmental interventions if needed and support/guidance during its implementation.

E. Immediate Supervisor

1. Provide relevant Operations Manual and other internal policies needed to help the newly hired employees to perform their functions well;
2. Assign a peer buddy for every newly hired employee to guide them in their onboarding in the concerned OBSU;
3. Monitor the performance of newly hired employees and provide support/assistance through coaching and mentoring to meet performance targets;
4. Evaluate newly hired employees' performance accomplishments and provide assistance in the accomplishment of the IPCR;
5. Recommend developmental interventions if needed and provide support/guidance during its implementation; and
6. Ensure that the peer buddy accommodates the newly hired employees.

F. HR Focal

1. Assist in the administration of Oath of Office and Assumption to Duty of newly hired employees;
2. Tour the newly hired employees around the necessary areas in the Department; and
3. Orient the newly hired employees of the office mandates, internal policies, and job roles/functions.

G. Peer Buddy

1. Act as the informal resource person of the newly hired employees;
2. Tour the newly hired employees around the necessary areas in the Department;
3. Help the newly hired employees socialize at work;
4. Help the HRMDS/HRMDD in ensuring that the scheduled activities for the Onboarding Program are conducted properly; and
5. Coordinate with the immediate supervisor in the monitoring of the newly hired employees' performance.

VIII. MONITORING AND EVALUATION

A periodic review as to the effectiveness of the program shall be implemented to measure results, improve current and future processes and systems. Feedback mechanisms, monitoring from each timeline/milestone and evaluation of the program shall be monitored by HRMDS/HRMDD and an annual report submitted to the Undersecretary in-charge of Human Resource Management for the Central Office and to the Regional Director for the Field Offices. Gathered data and information

shall form part of the recommendation for necessary revisions of the program to ensure efficiency and effective implementation.

IX. EFFECTIVITY

The provisions of this Order shall take effect immediately in the Central Office and Field Offices upon approval. Once approved, the New Employee Onboarding Program of the Department of Social Welfare and Development supersedes any previous issuances inconsistent to it. Subsequent amendments to this AO shall be submitted to the Secretary for approval.



Signature of Rex Gatchalian

REX GATCHALIAN

Secretary

Date: SEP 05 2023

Certified True Copy



Signature of Ramil R. Egamino

Ramil R. Egamino
Administrative Officer V

Records and Archives Mgt. Division

12 2 DEC 2023

ANNEXES

New Employee Onboarding Program

- Annex A - Welcome Letter
- Annex B - Journey Checklist
- Annex C - Program Evaluation Form
- Annex D - Congratulatory Letter
- Annex E - Certificate of Completion
- Annex F - Process Guide
- Annex G - HR Orientation Guide

DSWD Strategic Performance Management System

- Annex H - Division Performance Contract
- Annex I - Individual Performance Contract
- Annex J - Performance Monitoring and Coaching Journal
- Annex K - Performance Monitoring and Coaching
(Tracking Tool for Monitoring Targets Template)
- Annex L - Performance Monitoring and Coaching
(Tracking Tool for Monitoring Assignments Template)
- Annex M - Individual Accomplishment Report
- Annex N - Division Performance Checkpoint
- Annex O - Individual Performance Checkpoint
- Annex P - Division Performance Contract Review
- Annex Q - Individual Performance Contract Review
- Annex R - DSWD Strategic Performance Management Rating Guide
- Annex S - Individual Development Plan

DATE

NAME

Address Line 1
Address Line 2

Dear **[NAME]**:

Welcome to the Department of Social Welfare and Development – **Central/Field Office** ____! It is the Department's pleasure to have you join us in the fulfilment of our mission to lead in the formulation, implementation, and coordination of social welfare and development policies and programs for and with the poor, vulnerable, and disadvantaged.

To assist you in your new journey with the DSWD, you will be joining the New Employee Onboarding Program **[during your six-month probationary period]**. This program hopes that you will be familiarized and accustomed to the DSWD's culture of service excellence. Thus, to ensure that you are properly onboarded, please be reminded of the following details:

Start Date and Time:	DD MMMM YYYY, 08:00 AM
Location:	Floor, Bldg.
Immediate Supervisor:	[Name], [Position/Designation], [Contact Number]
Peer Buddy:	[Name], [Position/Designation], [Contact Number]
Onboarding Coordinator:	[Name], [Position/Designation], [Contact Number]

On your first day, stop by the security desk at the lobby first for logging purposes, then proceed to the Human Resource Management and Development **Service/Division** office to meet with your Onboarding Coordinator, who will assist you throughout your journey.

You may contact your Onboarding Coordinator should you have any questions. In order to learn more about the DSWD, we encourage you to read up on the DSWD Employee Handbook by accessing the link, bit.ly/DSWDEmployeeHandbook, or scanning the QR Code:



Again, welcome to the team!

Sincerely,

[NAME]

[Position Title]¹

Human Resource Management and Development **Service/Division**
DSWD Central/Field Office ____

cc: Head of OBSU

¹ Officer-In-Charge of HRMDS/HRMDD

JOURNEY CHECKLIST

COMPLETE NAME (SURNAME, FIRST NAME, MIDDLE NAME)		DATE ACCOMPLISHED
OFFICE/BUREAU/SERVICE/UNIT		POSITION/DESIGNATION
STATUS OF APPOINTMENT		NATURE OF APPOINTMENT
<input type="checkbox"/> Permanent <input type="checkbox"/> Casual <input type="checkbox"/> Contractual <input type="checkbox"/> Coterminous	<input type="checkbox"/> Original <input type="checkbox"/> Promotion <input type="checkbox"/> Reappointment <input type="checkbox"/> Transfer <input type="checkbox"/> Reemployment <input type="checkbox"/> Demotion	<input type="checkbox"/> Female <input type="checkbox"/> Male CONTACT NUMBER
IMMEDIATE SUPERVISOR	POSITION/DESIGNATION	EMAIL ADDRESS
PEER BUDDY	POSITION/DESIGNATION	DATE OF END OF 3RD MONTH
ONBOARDING COORDINATOR	POSITION/DESIGNATION	DATE OF END OF 6TH MONTH
TYPE OF NEW EMPLOYEE		
Probationary¹ <input type="checkbox"/> Original <input type="checkbox"/> Reappointed <input type="checkbox"/> Reemployed	Non-Probationary <input type="checkbox"/> Non-Career ³ <input type="checkbox"/> Transferred ⁴ from _____ previously _____	Internal Employee Undergoing Probationary Period² <input type="checkbox"/> Previously Non-Career (_____) <input type="checkbox"/> Previously COS

Instructions: The respective action officer shall attest the accomplishment of the applicable tasks/activities. Once completed, kindly return to the Onboarding Coordinator, for inclusion in the employee's 201 file.

Legend: Certified/attested by **A**-Onboarding Coordinator; **B**-OBSU; **C**-HR-Personnel Administration; **D**-HR-Learning and Development; **E**-HR-Performance Management

TASK/ACTIVITY	DATE ACCOMPLISHED	SIGNATURE
FIRST MILESTONE: PREPARATION (BEFORE THE FIRST DAY)		
<input type="checkbox"/> 1. Receipt of Notification on Appointment ^A		
<input type="checkbox"/> 2. Acknowledgment of Appointment ^A		
<input type="checkbox"/> 3. Attendance to HR Orientation ^A		
<input type="checkbox"/> 4. Receipt of Welcome Letter ^A		
<input type="checkbox"/> 5. Receipt of Journey Checklist ^A		
<input type="checkbox"/> 6. Receipt of Employee Handbook ^A		
SECOND MILESTONE: INDUCTION (FIRST WEEK)		
<input type="checkbox"/> 7. Deployment to Respective OBSU ^A		
<input type="checkbox"/> 8. Assumption to Duty ^B		
<input type="checkbox"/> 9. Oath of Office ^A		
<input type="checkbox"/> 10. Discussion of Internal Office Policies and Mandates ^B		
<input type="checkbox"/> 11. Receipt of OBSU' Operations Manual (if any) ^B		
<input type="checkbox"/> 12. Orientation on Quality Management Program (ISO 9001:2015) ^B		
<input type="checkbox"/> 13. Participation in Agency Tour (office and other necessary areas) ^B		
<input type="checkbox"/> 14. Orientation on Job Functions and Assistance on PDF ^B		
<input type="checkbox"/> 15. Receipt of DSWD Email Address and Active Directory Account ^A		
<input type="checkbox"/> 16. HRMIS Enrollment ^A		

<input type="checkbox"/>	17. Biometrics Enrollment ^C		
<input type="checkbox"/>	18. Submission of Necessary Forms for Mandatory Deductions ^C		
<input type="checkbox"/>	19. Receipt of Endorsement Letter to Land Bank ^C		
<input type="checkbox"/>	20. Receipt of List of Identification Card Requirements ^C		
<input type="checkbox"/>	21. Receipt of DSWD Identification Card ^C		
<input type="checkbox"/>	22. Receipt of DSWD ARTA-Mandated Identification Card ^C		
<input type="checkbox"/>	23. Crafting of Individual Performance Contract (IPC) ^B		
<input type="checkbox"/>	24. Submission of Duly Signed IPC ^E		
THIRD MILESTONE: IMMERSION (FIRST TO SECOND MONTH)			
<input type="checkbox"/>	25. Submission of Complete CSC Requirements ^A		
<input type="checkbox"/>	26. Submission of Complete Initial Salary Requirements ^A		
<input type="checkbox"/>	27. Attendance in the Agency Orientation ^D		
<input type="checkbox"/>	28. Accomplishment of the Orientation Evaluation Form ^D		
<input type="checkbox"/>	29. Participation in a Learning and Development Intervention (LDI) ^D		
FOURTH MILESTONE: ENGAGEMENT (THIRD TO SIXTH MONTH)			
<input type="checkbox"/>	30. Crafting of 1st Individual Performance Contract Review (IPCR) ^B		
<input type="checkbox"/>	31. 1st Performance Evaluation (10 days before end of 1st 3 mos.) ^B		
<input type="checkbox"/>	32. Submission of 1st IPCR ^E		
<input type="checkbox"/>	33. Crafting of 2nd Individual Performance Contract Review (IPCR) ^B		
<input type="checkbox"/>	34. 2nd Performance Evaluation (10 days before end of 2nd 3 mos.) ^B		
<input type="checkbox"/>	35. Submission of 2nd IPCR ^E		
<input type="checkbox"/>	36. Crafting of Semestral IPCR/Issuance of CPA ^B		
<input type="checkbox"/>	37. Submission of Semestral IPCR/CPA ^E		
FIFTH MILESTONE: CONCLUSION (AFTER THE SIXTH MONTH)			
<input type="checkbox"/>	38. Accomplishment of the Program Evaluation Form ^A		
<input type="checkbox"/>	39. Submission of Complete Accomplished Onboarding Program Forms ^A		
<input type="checkbox"/>	40. Receipt of Congratulatory Letter and/or Certificate of Completion ^A		

ATTESTATION

I hereby confirm that all the information for the accomplishment of this form was given and discussed to me and that I fully understand the same to the best of my abilities.

SIGNATURE & DATE OVER PRINTED NAME
OF NEWLY HIRED EMPLOYEE

COMMITMENT

I hereby commit to assist the newly hired employee throughout their six-month journey in the tasks/activities indicated herewith to the best of my abilities.

SIGNATURE & DATE OVER PRINTED NAME
OF ONBOARDING COORDINATOR

SIGNATURE & DATE OVER PRINTED NAME
OF PEER BUDDY

PROGRAM EVALUATION FORM

COMPLETE NAME (SURNAME, FIRST NAME, MI)	DATE OF ASSUMPTION	DATE OF END OF SIXTH MONTH
OFFICE/BUREAU/SERVICE/DIVISION	POSITION/DESIGNATION	STATUS OF APPOINTMENT
		<input type="checkbox"/> Permanent <input type="checkbox"/> Casual <input type="checkbox"/> Contractual <input type="checkbox"/> Coterminous
ONBOARDING COORDINATOR	IMMEDIATE SUPERVISOR	

Instructions: Kindly evaluate the six-month Onboarding Program and return the same to your Onboarding Coordinator. One of the Department's goals is to provide a positive experience for all new employees throughout their journey. Thus, we would like to have your feedback regarding your overall onboarding experience. This information will be used for service improvement for future hires.

Legend: 5-Strongly Agree; 4-Agree; 3-Neutral; 2-Disagree; 1-Strongly Disagree

I. NEW EMPLOYEE ONBOARDING PROGRAM

STATEMENT	HOW DO YOU FEEL?	REMARKS
1. The Onboarding Program helped me develop a sense of belongingness with my peers and other colleagues.	<input type="checkbox"/> 5 <input type="checkbox"/> 4 <input type="checkbox"/> 3 <input type="checkbox"/> 2 <input type="checkbox"/> 1	
2. The Onboarding Program provided me with concise information that helped become more comfortable with my job.	<input type="checkbox"/> 5 <input type="checkbox"/> 4 <input type="checkbox"/> 3 <input type="checkbox"/> 2 <input type="checkbox"/> 1	
3. The Onboarding Program helped me see a clearer picture of the entire Department and its mandate.	<input type="checkbox"/> 5 <input type="checkbox"/> 4 <input type="checkbox"/> 3 <input type="checkbox"/> 2 <input type="checkbox"/> 1	
4. The Onboarding Program helped me build a healthy communication network with my supervisor and peers.	<input type="checkbox"/> 5 <input type="checkbox"/> 4 <input type="checkbox"/> 3 <input type="checkbox"/> 2 <input type="checkbox"/> 1	
5. The Onboarding Program gave me a deeper understanding of my role in the implementation of the Department's policies and processes.	<input type="checkbox"/> 5 <input type="checkbox"/> 4 <input type="checkbox"/> 3 <input type="checkbox"/> 2 <input type="checkbox"/> 1	

6. My supervisor coached and mentored me throughout the duration of the program.	<input type="checkbox"/> 5 <input type="checkbox"/> 4 <input type="checkbox"/> 3 <input type="checkbox"/> 2 <input type="checkbox"/> 1	
7. My peer buddy provided the necessary information I needed to understand and perform my functions well.	<input type="checkbox"/> 5 <input type="checkbox"/> 4 <input type="checkbox"/> 3 <input type="checkbox"/> 2 <input type="checkbox"/> 1	
8. My Onboarding Coordinator was helpful and assisted me throughout the duration of the program.	<input type="checkbox"/> 5 <input type="checkbox"/> 4 <input type="checkbox"/> 3 <input type="checkbox"/> 2 <input type="checkbox"/> 1	
9. I can see myself staying in the Department for a considerable amount of time in my career.	<input type="checkbox"/> 5 <input type="checkbox"/> 4 <input type="checkbox"/> 3 <input type="checkbox"/> 2 <input type="checkbox"/> 1	
10. My overall experience of the Onboarding Program is positive.	<input type="checkbox"/> 5 <input type="checkbox"/> 4 <input type="checkbox"/> 3 <input type="checkbox"/> 2 <input type="checkbox"/> 1	

II. COMMENTS AND RECOMMENDATIONS

1. What aspect/s of the program exceeded your expectations?

2. What aspect/s of the program failed to meet your expectations?

3. What do you think should we consider changing about or adding to the program that would contribute positively to a new hire's experience?

S

4. What are your expectations from the management hereafter?

DATE

NAME

Address Line 1
Address Line 2

Dear **[NAME]**:

Congratulations!

You have successfully completed the Department's New Employee Onboarding Program during your six-month probationary period. We hope that your journey of discovery and immersion all throughout your probation has been meaningful and delightful.

Always be reminded that you are an asset to our organization. Through your passion, dedication, hard work, and competency, you have earned this recognition and we hope this will serve as a motivation for your continuous outstanding performance. In addition, always strive hard and acquire the necessary wisdom, skills, behaviors, and relationships to become an effective DSWD employee.

To this end, we sincerely extend our gratitude for your unwavering participation. Please do not hesitate to reach us should you have any concerns. Lastly, may you never forget DSWD's values of *Maagap at Mapagkalingang Serbisyo, Serbisyong Walang Puwang sa Katiwalian, and Patas na Pagtrato sa Komunidad* throughout your stay with the Department.

We wish you well.

Sincerely,

[NAME]

[Position Title]¹

Human Resource Management and Development Service/Division
DSWD Central/Field Office ____

¹ Officer-In-Charge of HRMDS/HRMDD

CERTIFICATE OF COMPLETION

This certification is hereby granted to

for having successfully completed the

New Employee Onboarding Program of the

Department of Social Welfare and Development

from _____ to _____

as _____,

with Item Number/Code _____,

SG-__, on _____ status,

under the _____, Central/Field Office ____.

Issued this ____ day of _____, 20__

at the DSWD Central/Field Office _____.

[NAME]

Undersecretary in-charge of
Human Resource Management
or Regional Director

PROCESS GUIDE

Legend: Certified/attested by **A**-Onboarding Coordinator; **B**-OBSU; **C**-HR-Personnel Administration; **D**-HR-Learning and Development; **E**-HR-Performance Management

Type of New Employee:

1. **Probationary Appointees (PE):** New entrants on permanent status, undergoing probationary period
2. **Probationary Appointees (PI):** Internal personnel on permanent status undergoing probationary period, previously non-career or Contract of Service status
3. **Non-Career Appointees (NC):** New entrants on contractual, casual, or coterminous status
4. **Transferred from Another Agency (TR):** New entrants on permanent, contractual, casual, or coterminous status, who transferred from other government agencies without gap in service

TASK/ACTIVITY	TYPE OF NEW EMPLOYEE			
	#1 PE	#2 PI	#3 NC	#4 TR
FIRST MILESTONE: PREPARATION (BEFORE THE FIRST DAY)				
1. Receipt of Notification on Appointment ^A	✓	✓	✓	✓
2. Acknowledgment of Appointment ^A	✓	✓	✓	✓
3. Attendance to HR Orientation ^A	✓	✓	✓	✓
4. Receipt of Welcome Letter ^A	✓	✗	✓	✓
5. Receipt of Journey Checklist ^A	✓	✓	✓	✓
6. Receipt of Employee Handbook ^A	✓	✓	✓	✓
SECOND MILESTONE: INDUCTION (FIRST WEEK)				
7. Deployment to Respective OBSU ^A	✓	✓	✓	✓
8. Assumption to Duty ^B	✓	✓	✓	✓
9. Oath of Office ^A	✓	✓	✓	✓
10. Discussion of Internal Office Policies and Mandates ^B	✓	✓	✓	✓
11. Orientation on Quality Management Program (ISO 9001:2015) ^B	✓	✓	✓	✓
12. Orientation on Job Functions ^B	✓	✓	✓	✓
13. Receipt of OBSU' Operations Manual and Internal Policies (if any) ^B	✓	✓	✓	✓
14. Participation in Agency Tour (office and other necessary areas) ^B	✓	✓	✓	✓
15. Receipt of DSWD Email Address and Active Directory Account ^A	✓	✗	✓	✓
16. HRMIS Enrollment ^A	✓	✗	✓	✓
17. Biometrics Enrollment ^C	✓	✗	✓	✓
18. Submission of Necessary Forms for Mandatory Deductions ^C	✓	✓	✓	✓
19. Receipt of Endorsement Letter to Land Bank ^C	✓	✗	✓	✓
20. Receipt of List of Identification Card Requirements ^C	✓	✗	✓	✓
21. Receipt of DSWD Identification Card ^C	✓	✗	✓	✓
22. Receipt of DSWD ARTA-Mandated Identification Card ^C	✓	✗	✓	✓

23. Crafting of Individual Performance Contract (IPC) ^B	✓	✓	✓	✓
24. Submission of Duly Signed IPC ^E	✓	✓	✓	✓
THIRD MILESTONE: IMMERSION (FIRST TO SECOND MONTH)				
25. Submission of Complete CSC Requirements ^A	✓	✓	✓	✓
26. Submission of Complete Initial Salary Requirements ^A	✓	✓	✓	✓
27. Attendance in the Agency Orientation ^D	✓	✓	✓	✓
28. Accomplishment of the Orientation Evaluation Form ^D	✓	✓	✓	✓
29. Participation in a Learning and Development Intervention (LDI) ^D	✓	✓	✓	✓
FOURTH MILESTONE: ENGAGEMENT (THIRD TO SIXTH MONTH)				
30. Crafting of 1st Individual Performance Contract Review (IPCR) ^B	✓	✓	×	×
31. 1st Performance Evaluation (10 days before end of 1st 3 mos.) ^B	✓	✓	×	×
32. Submission of 1st IPCR ^E	✓	✓	×	×
33. Crafting of 2nd Individual Performance Contract Review (IPCR) ^B	✓	✓	×	×
34. 2nd Performance Evaluation (10 days before end of 2nd 3 mos.) ^B	✓	✓	×	×
35. Submission of 2nd IPCR ^E	✓	✓	×	×
36. Crafting of Semestral IPCR/Issuance of CPA ^B	✓	✓	✓	✓
37. Submission of Semestral IPCR/CPA ^E	✓	✓	✓	✓
FIFTH MILESTONE: CONCLUSION (AFTER THE SIXTH MONTH)				
38. Accomplishment of the Program Evaluation Form ^A	✓	✓	✓	✓
39. Submission of Complete Accomplished Onboarding Program Forms ^A	✓	✓	✓	✓
40. Receipt of Congratulatory Letter and/or Certificate of Completion ^A	✓	✓	✓	✓
ONBOARDING PROGRAM FORMS				
Welcome Letter	✓	×	✓	✓
Journey Checklist	✓	✓	✓	✓
Program Evaluation Form	✓	✓	✓	✓
Congratulatory Letter	✓	✓	×	×
Certificate of Completion	✓	✓	✓	✓
Process Guide	✓	✓	✓	✓
HR Orientation Guide	✓	✓	✓	✓

CENTRAL/FIELD OFFICE ___ – HR ORIENTATION GUIDE

- Welcome Letter
- Journey Checklist
- Employee Handbook – link (bit.ly/DSWDEmployeeHandbook) or scan the QR code:
- Dress Code¹ and Work Schedule



Day	Color Coding		Core Hours ²	Remarks
	Male	Female		
Monday	White polo with black piping and office pants	White blouse with black piping and office pants/skirt	8:00 AM to 4:00 PM	8:00 AM Flag-raising ceremony ³
Tuesday	Cassidy red polo barong and office pants	White blouse with cassidy red piping and office pants/skirt	9:30 AM to 4:00 PM	-
Wednesday	White polo and office pants	White blouse and office pants/skirt		-
Thursday	Light blue polo barong and office pants	Light blue blouse and office pants/skirt		-
Friday	Smart casual attire			4:00 PM Flag-lowering ceremony

- The Department currently adopts a Full Flexitime schedule, in which all employees must complete **forty (40) hours per week**.
- Lunch Time: Time Out and Time In from 12:00 PM to 1:00 PM.
- The employee must always record their Morning Time In, Lunch Time Out and In, and Afternoon Time Out in the Attendance Logbook at the lobby of their respective building or in their office.
- **Salary Schedule:** The release of salary is on every 5th, 12th, 19th, and 27th day of the month.
- **Overtime:** Excess minutes and/or hours rendered may be converted to Compensatory Overtime Credits (COC) which can be used for Compensatory Day Offs (CDO). Meanwhile, overtime of at least two (2) hours may be converted to monetary payment, subject to availability of funds and authority to render such.
- **Benefits (Bonuses, Allowances, Leave Credits, and Other Auxiliary Benefits)**
 - Monthly Personnel Economic Relief Allowance (PERA)
 - Mid-Year Bonus (MYB)
 - Year-End Bonus (YEB)
 - Cash Gift (CG)
 - Productivity Enhancement Incentive (PEI)
 - Uniform/Clothing Allowance (U/CA)
 - Each employee earns 1.25 Vacation Leave (VL) credits and 1.25 Sick Leave (SL) credits monthly
 - Other incentives/benefits as may be determined
 - Shuttle service to selected areas
- **Voluntary Membership to Organizations**
 - Social Welfare Employees Association of the Philippines (SWEAP)
 - Social Welfare Employees Multi-Purpose Cooperative (SWEMC)
 - Mutual Benefit Association, Inc. (MBA)
- **CSC Requirements** (Deadline of Submission: _____)
 *Provide hard/soft copy to the employee.

¹ DSWD Memorandum Circular No. 09, Series of 2009, or the *Dress Code of the DSWD*

² Core Hours are set times when everyone must be onsite in the office. The rest of the work hours are flexible.

³ Every first working day of the week.

- 1. Duly accomplished and updated **Personal Data Sheet (PDS)** with signature and recent passport-size ID picture with name tag attached, right thumb mark affixed, and government-issued ID indicated therein – 3 original copies;
 - 2. Duly accomplished and updated **Work Experience Sheet (WES)** with signature – 3 original copies;
 - 3. Duly accomplished **Position Description Form*** – 2 original copies;
 - 4. Duly signed **Oath of Office*** – 2 original copies;
 - 5. Duly signed **Certificate of Assumption to Duty*** – 2 original copies, which shall not be earlier than the date the employee has acknowledged their appointment;
 - 6. **Certification of Eligibility** or **PRC License** – 1 authenticated copy by CSC/PRC and 1 photocopy; and
 - 7. **Individual Performance Contract Review** – 2 photocopies (if applicable).
- **Initial Salary Requirements** (Deadline of Submission: _____)
 - 1. **NBI Clearance** – 1 original copy;
 - 2. **Medical Certificate** with laboratory results (blood test, urinalysis, chest x-ray, drug test, and psychological test) – 1 original copy;
 - 3. **Diploma** – 1 certified true copy by school registrar;
 - 4. **Transcript of Records** – 1 certified true copy by school registrar;
 - 5. **Sworn Statement of Assets, Liabilities, and Net Worth (SALN)** – 2 original copies;
 - 6. **PSA Birth Certificate** – 1 photocopy;
 - 7. **PSA Marriage Certificate** – 1 photocopy (if applicable);
 - 8. **Government-Issued IDs** – 1 photocopy;
- Additional for Type #2 (PE) newly hired employee (previously COS)*
- 9. **Certification of Last Salary Received** – 1 original copy;
- Additional for Type #4 (TR) newly hired employee*
- 10. **Service Record** – 1 original copy;
 - 11. **Certification of Leave Credits** – 1 original copy;
 - 12. **Clearance Certificate** – 1 original copy; and
 - 13. **Authority to Transfer** – 1 original copy.
- In case of reemployment, the newly hired employee shall also comply with requirements #10-12.*
- **Human Resource Management Information System Account & Biometrics Enrollment:** Register at the HRMIS using the issued official DSWD email address. After activation by the HRMDS/HRMDD, the employee may proceed for biometrics enrollment.
 - **DSWD ID & ARTA ID:** Fill out the ID Application form along with a photocopy of the employee's appointment, NBI Clearance, and PDS.
 - **GSIS Number:** If with an existing GSIS Number, submit the GSIS Number to the HRMDS/HRMDD – Personnel Administration. If none yet, Personnel Administration will process this request.
 - **SSS Number:** For registration, the employee must register online (if applicable) or at their nearest SSS branch, then submit the SSS Number to the Personnel Administration. For updating of status, Personnel Administration will provide a form for accomplishment.
 - **Pag-IBIG Number:** For registration, the employee must register online (if applicable) or at their nearest Pag-IBIG branch, then submit the Pag-IBIG Number to the Personnel Administration. For updating of status, Personnel Administration will provide a form for accomplishment.
 - **PhilHealth Number:** For registration, the employee must register online (if applicable) or at their nearest PhilHealth branch, then submit the PhilHealth Number to the Personnel Administration. For updating of status, Personnel Administration will provide a form for accomplishment.
 - **Tax Identification Number:** For registration, the employee must register online (if applicable) or at their nearest BIR branch, then submit BIR Form 1902/1905 or 2316 (as applicable) to the Personnel Administration Division/Section. For transfer of Revenue District Office (RDO) and/or updating of status, coordinate with the FMS/FMD – Accounting.
 - **Land Bank Account:** If with an existing Land Bank Account, submit a photocopy of the ATM Card to the Personnel Administration and FMS/FMD – Cash. If none yet, Personnel Administration will provide an endorsement to Land Bank for creation of payroll account, while the employee will facilitate the creation of payroll account online then onsite.