

Scholar makes a difference in CSC's recruitment process



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Fresh from her Australia Awards Scholarships, Wilmita Lyn Gupit, an open category scholar, went back to Manila in December 2012 all set to work on her re-entry action plan (REAP) – a recruitment campaign of Persons with Disabilities (PWDs) for a multinational IT company where she was working as an HR officer. But as fate would have it, Lyn came back to find out that her position had been dissolved and that she could no longer pursue her REAP in the company.

Despite unexpected circumstances, Lyn remained undaunted. She sought help from the Facility and stayed committed to finishing her REAP: “The purpose of the scholarship has been clear from the start: to make a difference, to contribute to Philippine development when you come back from Australia. The Australia Awards Scholarships gave me, not just a degree, but also a life-changing experience; and I will always be grateful for that. That’s what keeps me motivated to give back to my country,” said Lyn.

The Facility responded right away, linking her up with a new mentor and organisation – the Civil Service Commission – as the new beneficiary of her REAP.

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CASE STUDY

WILMITA LYN GUPIT

Master of Human Resources and
Employment Relations
University of Western Australia

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Change of Plans

When Lyn and her mentor talked to Director Edith Dela Pena, the head of CSC's Office of Human Resource and Management Division (OHRMD), they learned that CSC was in urgent need of an external evaluation of its Competency Based Recruitment and Promotion Policy's pilot run. The evaluation will provide crucial inputs to the recruitment manual for the replication of competency-based processes and procedures, which the CSC will roll out to other government agencies by second quarter of 2014.

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Recognising the importance of the project and of her potential contribution to it, Lyn took on the challenge of changing her REAP. "I told myself – I can do this. My background in the multinational company was recruitment lead, and I am familiar with strategic HR because I took up courses on that in Australia," said Lyn.

After consulting with her mentor on the methodology and framework of the evaluation, Lyn worked on a new REAP entitled, Initial External Evaluation of CSC's Competency-Based Recruitment and Promotion Policy (CBRPP) Design and Pilot Implementation.

According to Lyn, she was grateful for the help of the Facility in providing her with a mentor who really supported her throughout her challenging REAP journey, giving comments, clarifying the direction of her REAP, and boosting her confidence during her discussions with the CSC. "The people at CSC did not know me; but they knew my mentor and they knew the Facility. Because of that I was given credibility to work on the project."

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Application of learnings in action

Equipped with her newly-acquired set of skills and knowledge from her Master in Human Resource and Employee Relations and her professional experience as recruitment lead in a multinational company, Lyn was able to respond to the requirements of CSC. She customised an evaluation tool, conducted interviews with CSC stakeholders at the central and regional levels, analysed data, and presented recommendations including suggestions to address ageing hiring, which is one of the issues she saw hampering CSC's implementation of new policies – all of these in a span of only one month.

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While implementing her REAP, Lyn developed better appreciation of her master's program. “If my only basis for doing the evaluation was my previous experience in the multinational company, I may not be able to give the right recommendations. For example, the CSC is now using personality test. We don't have that in my previous company. But I learned about personality tests in the courses I took in Australia.”

Lyn added: “I also took up courses in strategic management where I learned that HR programs should be aligned to the strategic thrust of the organisation. That's one of the important perspectives I gained as an HR professional. That's why all my recommendations for CSC are aligned with their vision: “To be the center of excellence in Asia for HR and OD by 2030”. So it really helped that I have a theoretical basis for my recommendations.”

She said it also helped a lot that the contact person from CSC that Director Edith assigned to work with her was also an awardee of Australia Awards Scholarships. “I worked with Ms. Ime who was a targeted scholar of CSC. It was easy working with her because she has an appreciation of the process that I am going through and also because my REAP is also linked to her REAP, which is the assessment of CSC's tools for recruitment, said Lyn.

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Dream for the Philippines

The opportunity to work with government employees through her REAP has made a mark on Lyn, making her more optimistic that indeed there is hope for the Philippines.

“Before I was a bit cynical, but because of the scholarship program and because of my REAP, I got to know people in the government who are champions of reform. I really felt their sincerity and passion for change. I became more hopeful. I am happy to get to know them and I hope that, in one way or another, I contributed to achieving our vision of a better Philippines.”

Lyn said Australia Awards Scholarships has enabled her to have a wider world view and a bigger dream for the country. “The scholarship has taught me to dream for our country.” While Lyn is happy and fulfilled that she has finally finished her REAP, she still feels the need to continue to help. “I often stop and think, ‘Is that enough?’ There’s a feeling that I need to do more. There are still a lot of challenges,” said Lyn. “But then again I realised that the small steps we take now have a great impact, too, because they lead us to where we want to go.”

Surely, Lyn's contribution to Philippine development through the Civil Service Commission's recruitment manual is a step, albeit small, towards the bigger things that are yet to come – producing competent civil servants, yielding quality public service.

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