



Maximizing Various Interventions towards Optimum Performance

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I am Nerissa Losaria. I have been with DepEd for 29 years. I am currently the officer in charge of DepEd Mandaluyong. Before this post I used to be the chief of the Staff Development

Division which served as the Human Resource Development Service in the Central Office of the Department of Education.

When I was in the Central Office, my team and I produced the competence standards for the non-teaching group. These are the same standards I brought to DepEd Mandaluyong. It was very challenging when I first came here because I needed to assert my being an HR practitioner – to really develop the staff to their full potential. I saw that training for non-teaching personnel is not so much a concern for the department, maybe because the priority was to train our teachers on K to 12.

For example, even with telephone calls, some of our staff were not good at it; they did not know how to direct people. Good that there was the intervention of the Civil Service Commission. Together with the CSC, we had to find out what exactly the needs of the non-teaching staff were.

We did competency mapping together with various people and teams – we had representatives from non-teaching staff, supervisors, the People Management Association of the Philippines. What we ended up having was a competency map for our school heads, for supervisors, and for non-teaching staff; namely the planning administrative officers, records officers, and personnel.

Soon the staff was able to receive much needed training. For those involved in front-line management services, we talked about decorum, the proper greetings, telephone manners, giving directions, forms of conduct and ethical standards. Then there were a series of sessions on Operations, like how to run to the finance office, the personnel and records office.

I really pushed for transparency. This meant that we needed to install a better system for records management. We went electronic regarding Records and Accounting so everything now is on-line.

I am happy to say that with the right training and support, the staff was able to accomplish much more. Our improvement was evident. For example, I presented our best practices to the

other districts. In 2013 we were ranked 15, in 2014 we were ranked 8.5, and our target now is rank 5.

Another challenge is that teachers have been transferring from private schools to the public schools, because they see the security of tenure and higher salaries - they earn up to 20 thousand pesos. Many students from the private schools have been transferring to the public school system.

My networking with the local government has led to strong partnerships that helped fulfil the school's classroom and teaching requirements. Our local government plays a big role. They're very proactive; in fact it's not hard to please them because they anticipate our needs. For example, I was called to the office of the congressman to discuss building and classroom provisions because we want to make sure that we will meet all the classroom requirements by 2016. Aside from this, our congressman gave us computer units. From both him and the mayor, we were granted scholarships.

Our most valuable resource are our people, The success of the school lies very much on its people. In this office we lead by our motto, "Together with dream, work as a team." I tell my people, "Love your office and love your people. You are not here to be served, you are here to serve and that's what I'm doing."

I believe an organization is as strong as its weakest link. Whenever there is a problem we sit, we discuss issues, and we always come up with the recommendations and arrangement on what to do at the end of the meeting. There should be Terms of Reference that will be observed and performed.

This is where my being part of the team implementing the Results-based Performance Management System (RPMS) becomes significant. I can help ensure setting of good performance targets and objectives and making sure that all of these are measured. Further, the accomplishment of all these performance targets eventually get rewarded through the Performance-Based Bonus (PBB).

My office is also like a guidance office where everybody is welcome – including the teachers who have problems, parents who are having problems with the school heads. We always stress that whatever we do in the department of education it is for our children. The school now conducts the internal and external analysis, they know their clients, and they consult their stakeholders. so that we do proper planning, proper coordination and communication, and we also celebrate our successes.

Perhaps it is this sense of preparedness and teamwork that allows the school to respond quickly in times of calamity. Especially if there is a disaster you need to be there; if there's a flood we open our schools to evacuation. Even if I'm not here and cannot get through because of the storm my phone is open, on-call and our school heads are always ready."

And beyond the immediate community, the district reaches out to the out of school youth. Through "Abot Alam" (Attainable Knowledge), we go to the barangay, we look for those from 15 to 45 years old, we want them to be in school through the Alternative Learning System.

For me, my biggest legacy is paving the way for the senior high school to be operational. This is the biggest challenge at DepEd, to be ready for grade 11 and 12. And I am determined to make Mandaluyong schools truly ready for it.