University of the Philippines

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Public Service

A project of the System Committee on
Public Service Monitoring and Reporting

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Message from the President

My sincerest congratulations to the writers, editors, and production team behind the Handbook for Public Service Reporting of the university.
I commend you for coming up with a handbook that can now serve as a guide for our faculty and staff, the primary agents of public service of the UP community, in documenting the public service efforts of the university. The goal to have a more uniform and standardized system of reporting public service initiatives is critical in fulfilling UP's mandate not just as a research university, but also as a university that has mission to extend meaningful service to our constituents with the nation's best interests in mind.

It is also noteworthy that this handbook defines what public service truly is, while detailing its many forms. The efforts of the Padayon Public Service Office, the University Information System team of the UP Information Technology Development Center, as well as the System Committee on Public Service Monitoring and Reporting are worth mentioning as the driving force behind this project.

May this handbook inspire its readers and users to be more proactive in developing public service initiatives, while improving on existing ones and building a wider array of programs, projects, and activities that our stake-holders may avail themselves of. May it supplement the vision of ensuring that UP leads not only with honor and excellence, but also with compassion.

As the head of the national university, I am one with you in reaching the farthest and most marginalized of our people to provide them with genuine public service. This compendium is a testament of UP's steadfast commit-ment to remain a beacon of hope and service despite our challenging times. I pledge my continued support for and recognition of any project that embodies what UP stands for: serving the people.

Atty. Danilo L. Concepcion, LLM
President

Message from the Vice President for Public Affairs

Greetings!

The university takes pride in being mandated to lead as a public service university in our country. With this, we are expected to provide and perform different forms of public service to different sectors of our society such as information dissemination, technical advice, service-learning, and direct service, aside from service to the university. Through the years, we have kept our promise to conduct these initiatives guided by the university's values of Honor and Excellence.

Since this public service orientation in UP has now been spread throughout the different UP constituent units, it's time that our programs, projects, and other initiatives be made public and be recognized by people inside and outside the university in a scholarly and organized manner.

This Public Service Handbook will serve as a guide for our professors, researchers, and extension officers on how to properly identify, encode, and report their respective initiatives. It also aims to provide a means for all information regarding public service to be collated and made accessible to the public, and to raise public awareness about the importance of public service by presenting concrete examples.

May this handbook also serve as an inspiration for others to use their expertise in serving our countrymen.Let's continue serving our people with Honor and Excellence, use this handbook as a guide to becoming the best public servants we can be.

Prof. Jose Y. Dalisay Jr., PhD
Vice President for Public Affairs

Message from the Vice President for Development

Warmest greetings to the Office of the Vice President for Public Affairs and the Padayon Public Service Office!

The Padayon Public Service Office has once again provided the necessary impetus to uphold the University's mandate of leading as a "public service university by providing various forms of community, public and volunteer service, as well as scholarly and technical assistance to the government, the private sector, and civil society while maintaining its standards of excellence" as stipulated in Republic Act No. 9500 or the UP Charter of 2008. The spirit and tradition of unwavering public service lives strong among the University's students, faculty, and staff. We hope that with the necessary tools in place, we could inspire more individuals to take a proactive role in extending their expertise for the country's inclusive growth. This collaboration between the Padayon Public Service Office and the Information Technology Development Center (ITDC) has allowed our volunteers to update and store information related to their activities involving service to the Filipino people. The University Information System's Public Service Module aims to address challenges in identifying, categorizing, and getting in touch with volunteers with the appropriate skill set for situations with varying degrees of complexity. This is extremely useful in events where immediate response takes absolute importance such as pre- and post-disaster management when typhoons, storm surges, flash floods, and earthquakes, among other cataclysmic events, occur. It is envisioned that this module would help guide the University in addressing any gaps in its pursuit of staunch service to the Filipino people.

Congratulations to this most notable of achievements! May your passion inspire more individuals to heed the call of service to the country and its people.Padayon, UP!

Prof. Elvira A. Zamora, DBA
Vice President for Development

BACKGROUND OF HANDBOOK

Background

The University of the Philippines is mandated by law to “lead as a public service university by providing various forms of community, public and volunteer service, as well as scholarly and technical assistance to the government, the private sector, and civil society while maintaining its standards of excellence.” In 2014, UP joined the Talloires Network, an international association of institutions, to strengthen the civic roles and social responsibility of higher education. Part of its commitment is expressed on the Talloires Declaration on the Civic Roles and Social Responsibilities of Higher Education,which is to expand civic engagement and social responsibility program in an ethical manner, through teaching, research, and public service. The same commitment is manifested in UP’s membership in 2013 in the ASEAN Community Network University Social Responsibility and Sustainability thematic subnetwork. Under this thematic network, UP together with Ateneo de Manila University, De La Salle University, and UniversitiKebangsaan Malaysia hosted the 3rdAsiaEngage Regional Conference and the ASEAN Youth Volunteer Program.

The implementation of these mandate and commitments is lodged in each unit or office of the university. While these mandates and commitments were recently formalized, the institutional traditionof public service was already being done by UP faculty and staff since the founding of the university.

Given the size of the university and the diversity of initiatives, the Board of Regents, during its 1134th meeting on August 1999 tasked the Office of the Vice President for Public Affairs to conduct a regular review and rationalization of policies on extension work and to develop extension service programs of UP. The aim of this policy is not to centralize public service initiatives in one office but to provide an overall framework on the work being done by the constituent universities and the system offices.

In 2012, during its 1279th meeting, the Board of Regents established the UP Padayon Public Service Office to assist the Vice President for Public Affairs in its function to coordinate, document, disseminate, and evaluate the overall public service initiative of UP. UP Padayon was also tasked to review policies and in coordination with the CUsrecommend to the President program to enhance UP’s public service work.

IIn 2014, UP Padayon took stock of the extension reporting system in UP. Extension work were reported by faculty members in their faculty service record but the information gathered is only limited to at least these fields – designation, name of project, and load credit. The central administration also gets reports from CUs on extension program using the standard form No. 17 but the categories are not standardized and difficult to analyze beyond counting of staff involved, number of projects, and the amount of funds spent. It is within this context that Padayon initiated the development of a template which is based on Form 17 but with standardized categories and additional fields. The proposed categories were presented before a working group in Iloilo City on 23-24 March 2015. The working group was eventually constituted as the ad hoc System Committee on Public Service Monitoring and Reporting on 10 September 2015 through Administrative Order No. 15-92. One of the functions of the System Committee on Public Service Monitoring and Reporting is to formulate a public service reporting system, including the necessary reporting instruments that will facilitate data generation and analysis needed for policy making at CU and System levels.

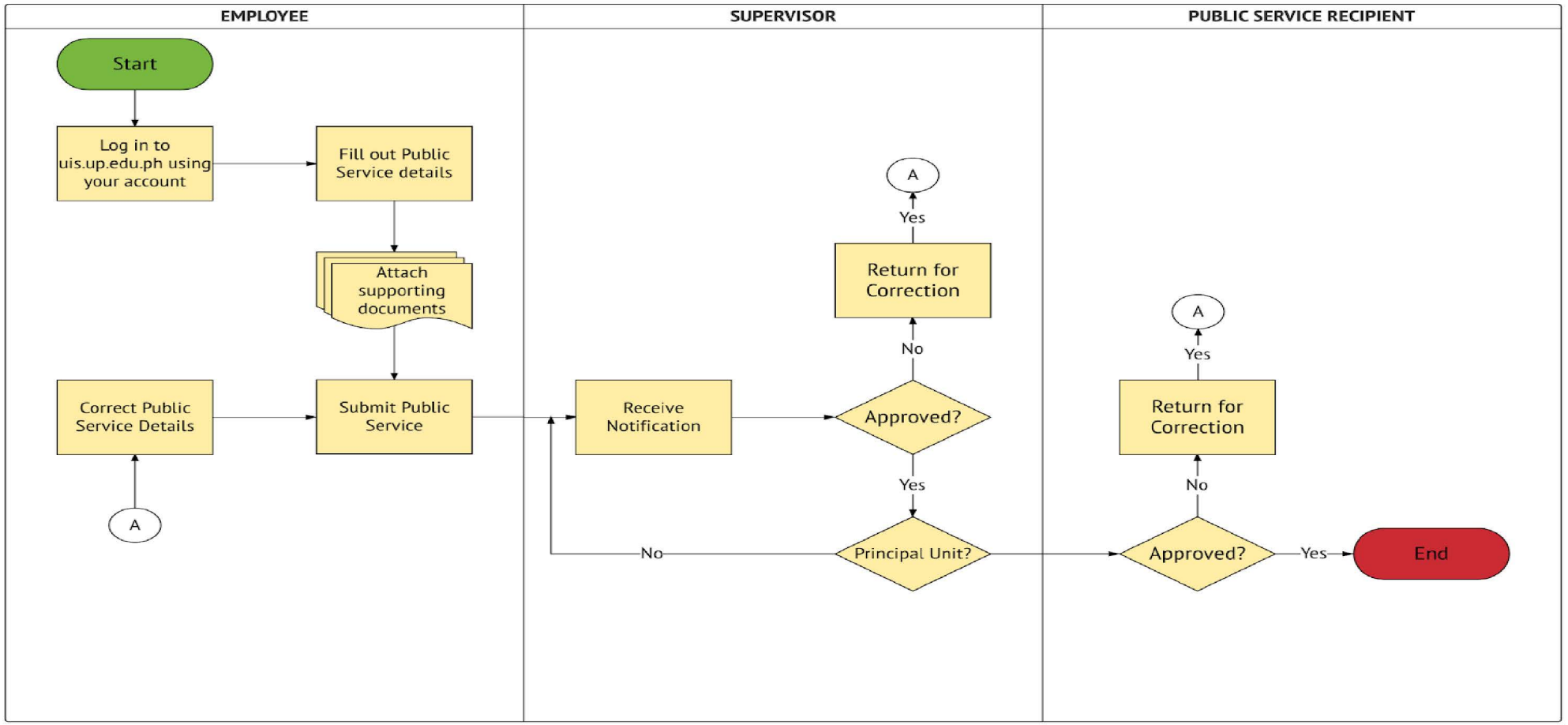
To gather feedback from the CUs, training consultations were conducted in the second half of 2015. The revised template was then used in the gathering of baseline data. OVPPA issued Memorandum No. PEDV 15-26 on 2015 to request chancellors to support the initiative. All CUs participated. Important and useful information that were not collected in the existing reporting system were identified.

During the July 2016 meeting of the System Committee on Public Service Monitoring and Reporting, the HRIS team of the eUP project presented the initiative to come up with a public service reporting online portal. The categories and fields were based on the template that was developed by the System Committee. This handbook is the outcome of partnership that developed between UP Padayon Public Service Office, The System Committee on Public Service Monitoring and Reporting, and UP Information Technology Development Center provides a step by step process in reporting a public service initiative. It also contains descriptions of each category of information needed and an explanation n of its utility to the faculty and staff and the university administration.

The development of a handbook is a step towards the creation of a unified and standardized reporting system. However, this is only the first step as more work needs to be done to revise forms for extension grants, service record-extension reports to conform to the categories in the handbook. It is hoped that this handbook will be of help to faculty and staff who wants to share the joy of public service.

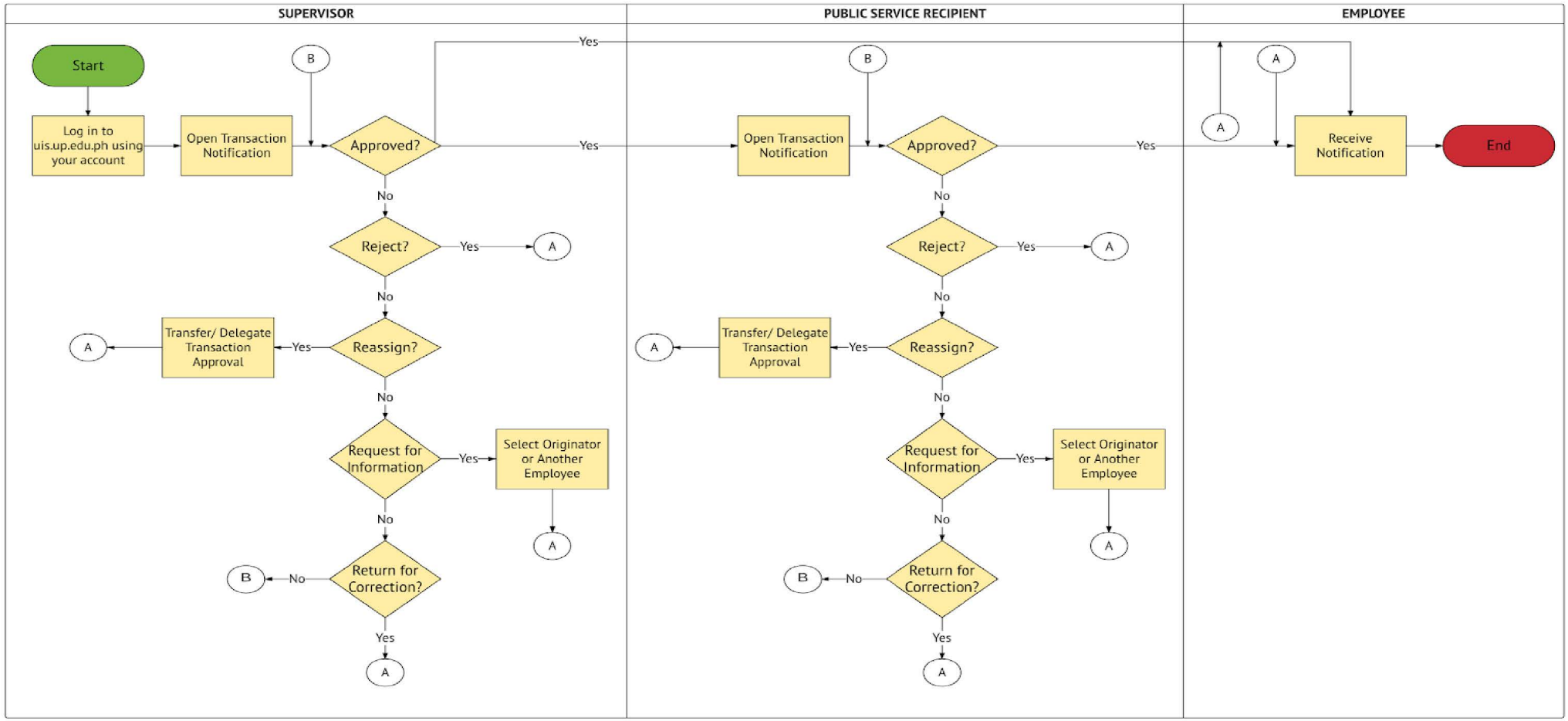
How to report Public Service through the HRIS Module

SUBMISSION OF PUBLIC SERVICE



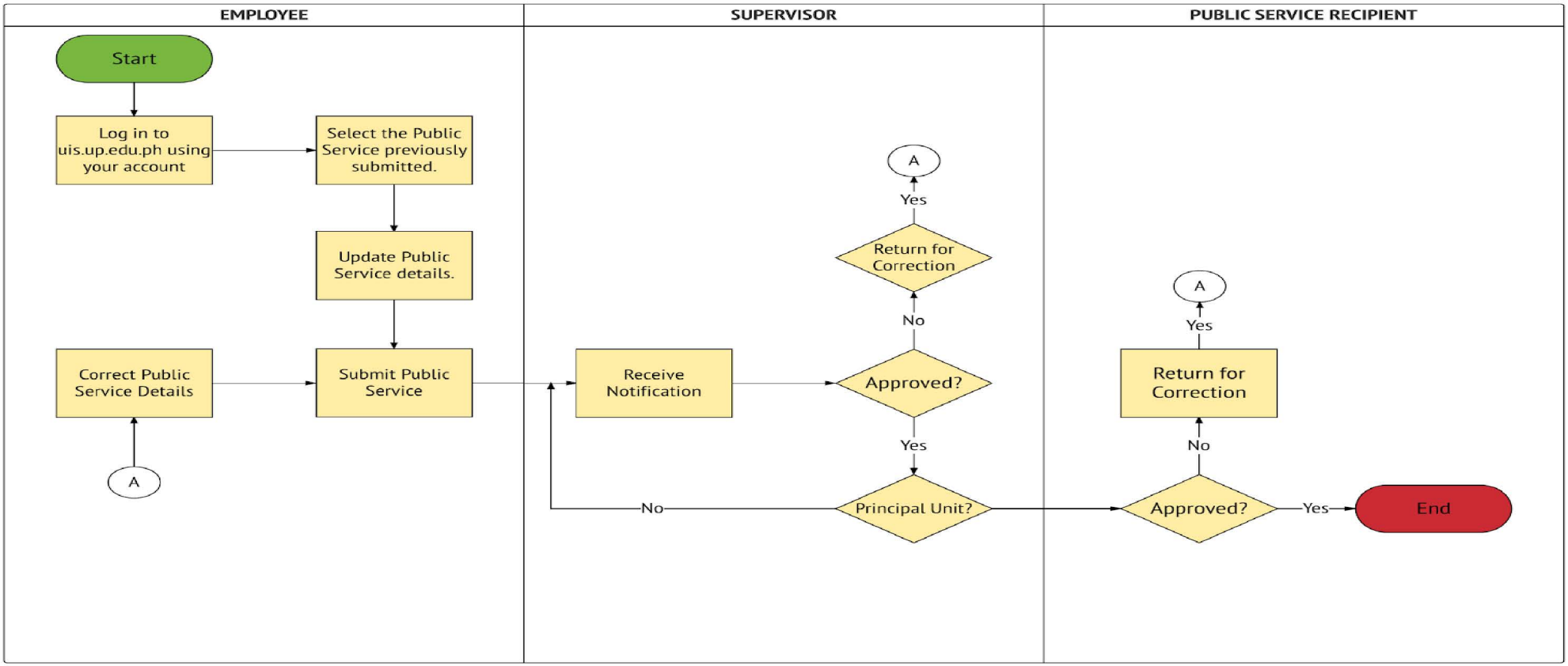
Submission of Public Service report. A faculty member/staff wishing to submit a public service report must fill out the necessary information about the project in the Public Service folder. Any public service report may be approved or rejected by the CU public service office of the faculty member/staff. The approved public service report will be converted to points for the purpose of promotions and grants under the Office of the Vice President for Academic Affairs (OVPAA).

APPROVAL OF PUBLIC SERVICE



Approval of Principal Unit. The CU public service recipient or CU public service office is the office mandated to gather all information regarding the public service projects of the faculty, staff, and REPS at the CU level. The head of the CU public service office needs to approve or reject the public service report submitted to him/her for the report to progress. Approved reports will be reflected in the consolidated database of public service initiatives across the UP System.

UPDATING OF PUBLIC SERVICE



Updating of submitted public service report. A faculty member/staff who submitted an on-going public service report must fill out any missing information or make the necessary changes in the information about the project in the Public Service folder. Any public service report that has been submitted to the CU publice service office and has been returned to the faculty member or staff must be updated as well. The updated report will be submitted to the UC public service office for approval or rejection. Approved reports will be reflected to the consolidated database of public service initiatives across the UP System.

Public Service Reports

As stated in RA 9500 Section 3 (d), the purpose of the university is to “lead as a public service university by providing various forms of community, public, and volunteer service, as well as scholarly and technical assistance to the government, the private sector, and civil society while maintaining its standards of excellence;”.

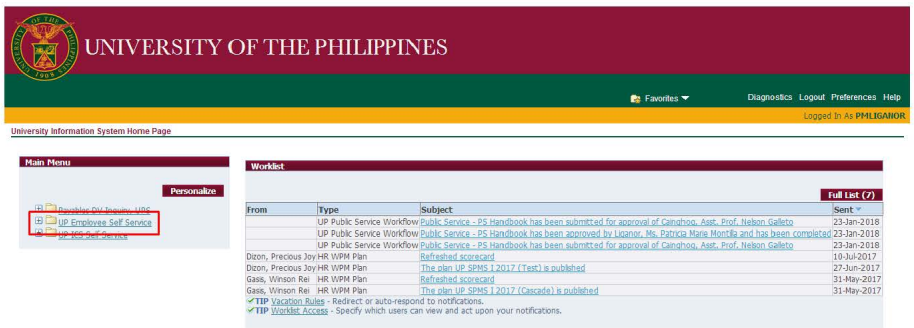
Let this serve as the main basis for all UP faculty, staff, and REPS in inputting their projects in the HRIS Public Service Online Module. Each CU, college, or department has its own extension or public service agenda. Public Service shall be defined by each CU in accordance with its Public Service Agenda based on RA 9500 Sec. 3 (d).

For Individual Projects

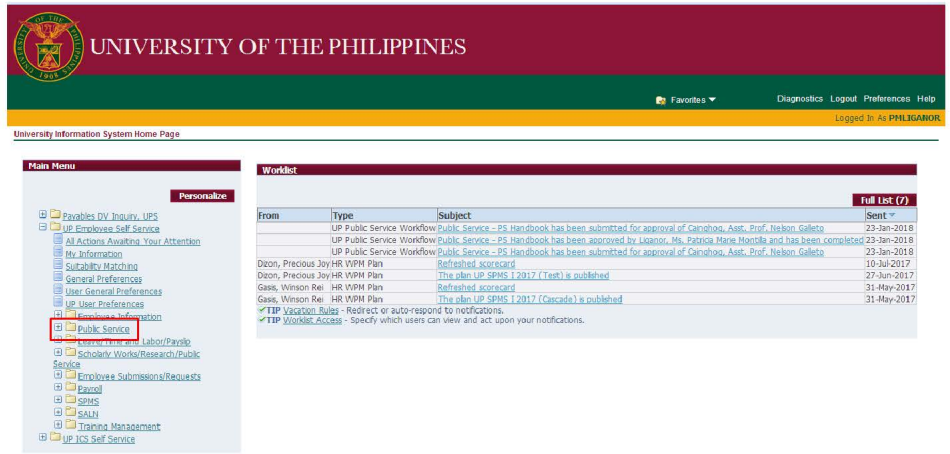
1. Log into http://uis.up.edu.ph using your University Information System (UIS) account credentials.

- Upper case and lower case format are accepted for the user-name
- Password is case-sensitive
- It is recommended to change the password every month for security purposes

You will be directed to the UIS homepage.

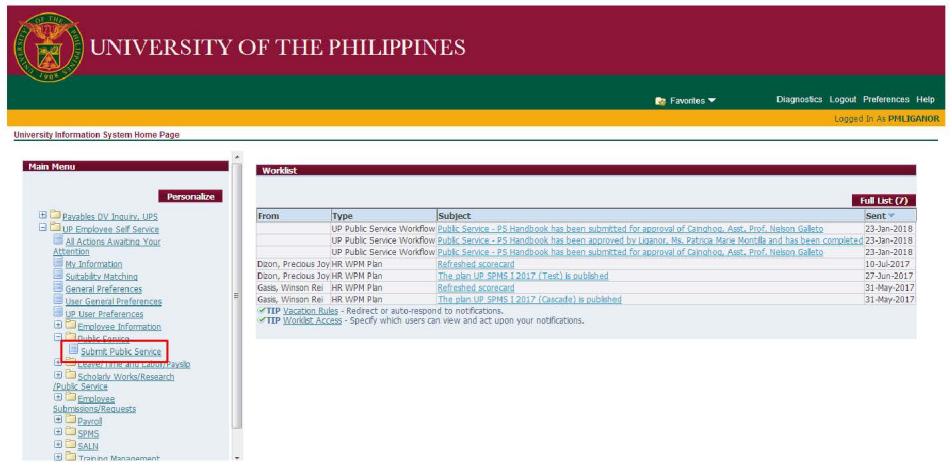


3. Click the **Public Service** folder.



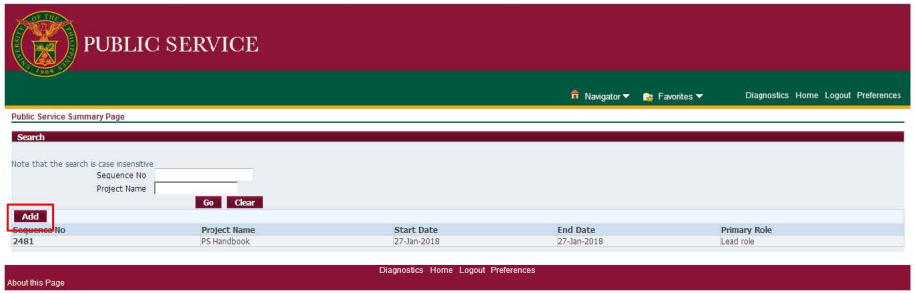
A dropdown list will appear.

4. Select **Submit Public Service**.



The Public Service Summary Page will open.

5. To submit a new Public Service entry, click the **Add** button.

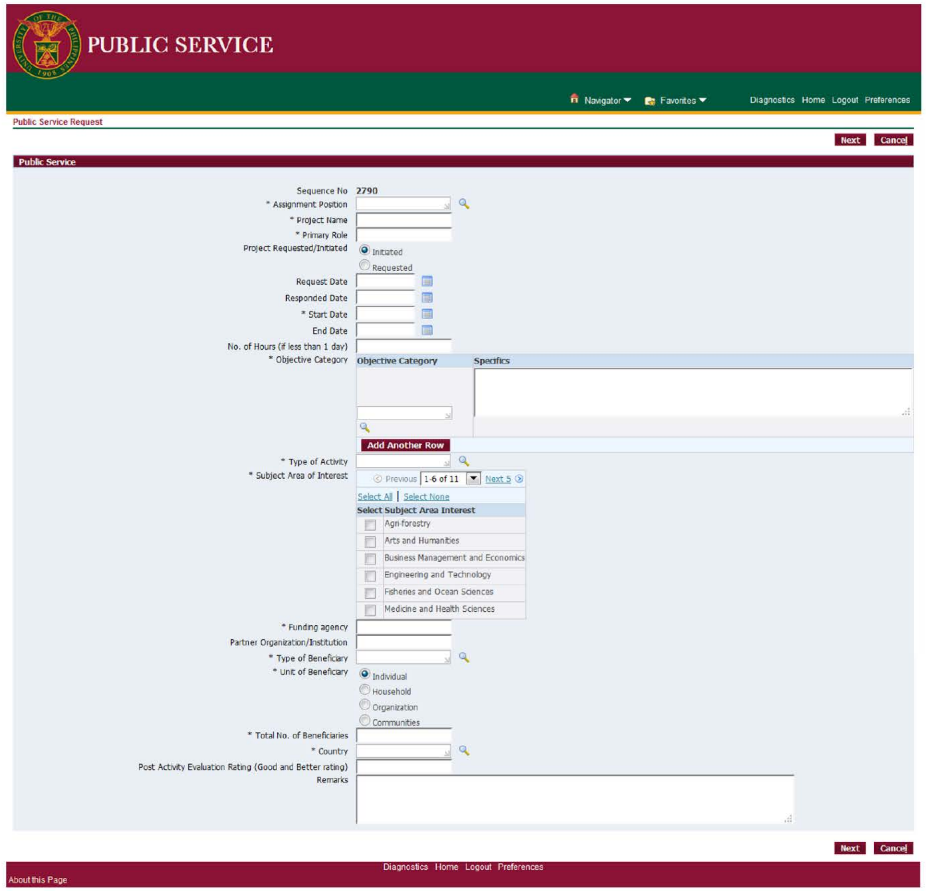


The Public Service Request page will open.

Fill out the fields on the Public Service page, particularly:

Assignment Position*
Project Name*
Primary Role*
Date Requested/Initiated
Request Date
Date Responded
Start Date*
End Date
Objective Category (1)*
Specifics (1)*
Type of Activity*
Subject Area of Interest*
Funding Agency*
Partner Organization/Institution
Type of Befeficiary*
Unit of Beneficiary*
Nember of Beneficiary*
Country*
Post Activity Evaluation Rating
Remarks

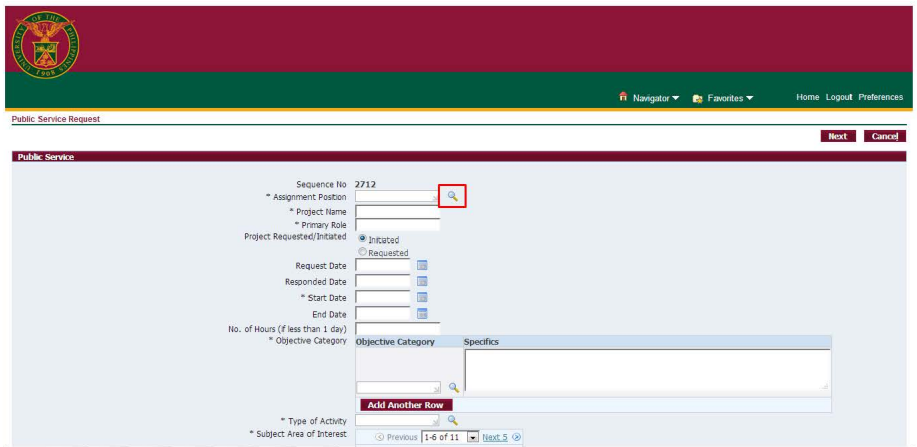
- Fields with asterisk (*) are required fields
- Fields with magnifying glass have list of values that you can select
- The date format is day-month-year (10-May-2017), or you can use the calendar



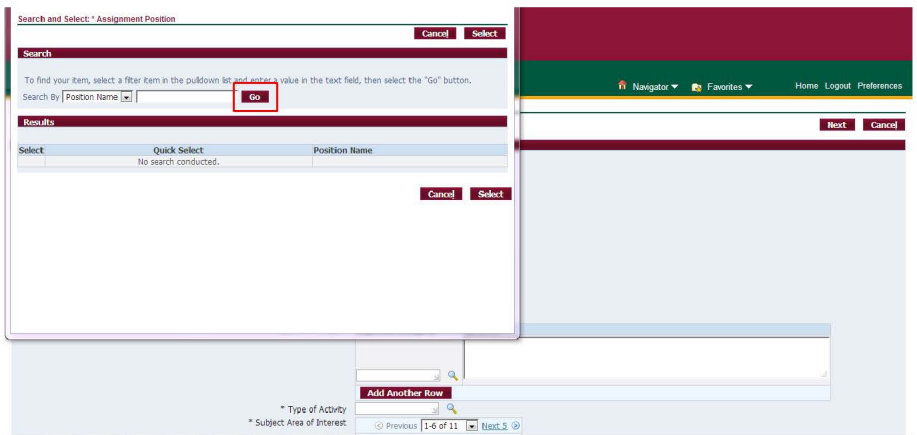
Note: Each submission has its own automated sequence number. The sequence number may be used for retrieval and tracking purposes of the project submitted.

Assignment Position*

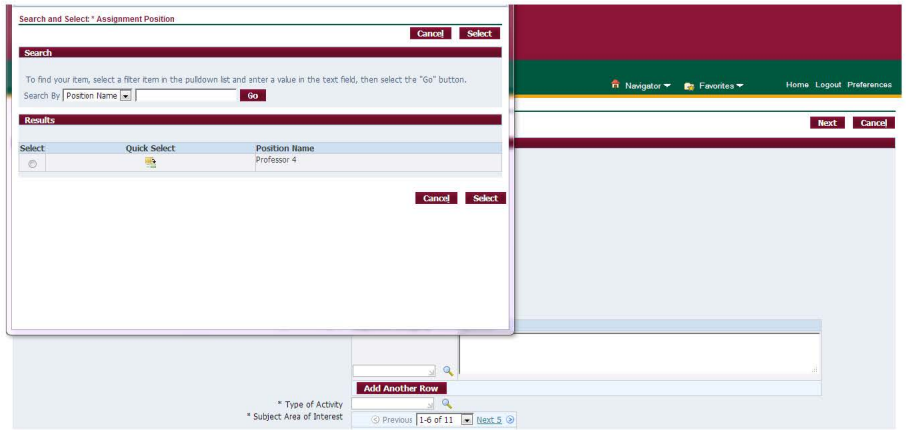
On the Assignment Position field, click the **Search** button.



Click **Go** to display the list of values.



Quick Select the assignment that will determine the approval of the submission from the list of values.

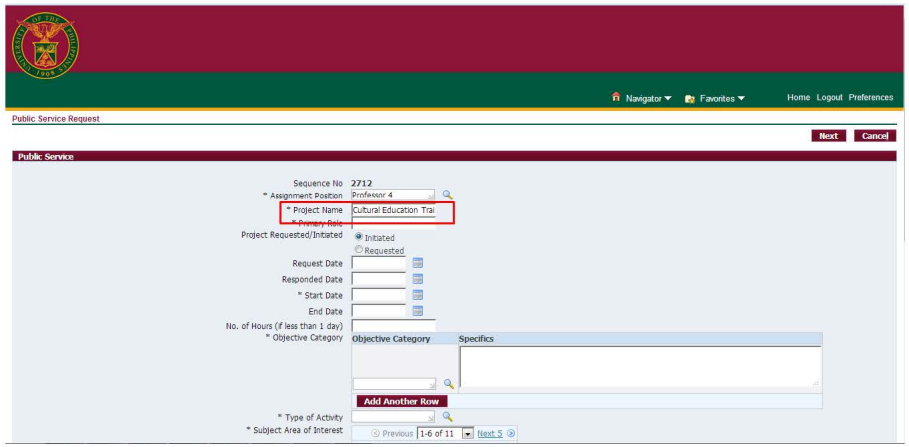


- The Search and Select window will display all the employee primary and additional assignments
- Assignment positions with a dash (-) in their assignment number indicate additional assignments
- Example:

Assignment Position	***Assignment Number***	
Assistant Professor 8	100016001	Primary Assignment
Chair	100016001-1	Additional Assignment
Project Development Associate	100016001-2	Additional Assignment

Name of the Project*

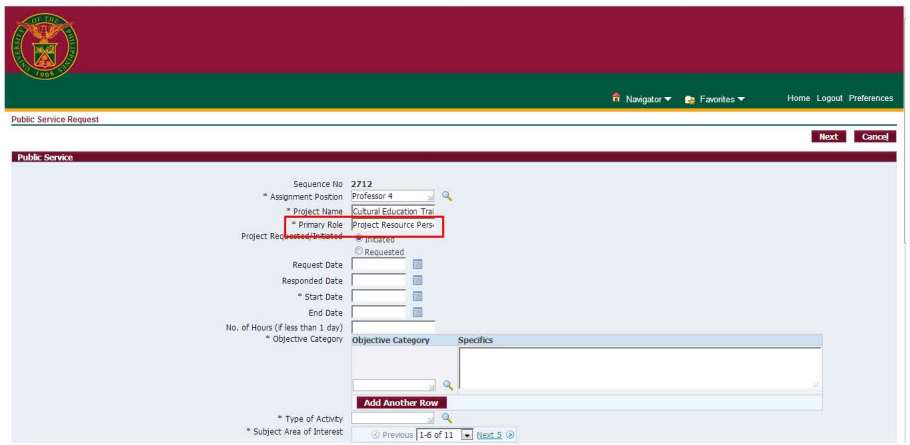
Enter the Name of the Project. This should be the official title of the project.



- Abbreviations are not allowed.

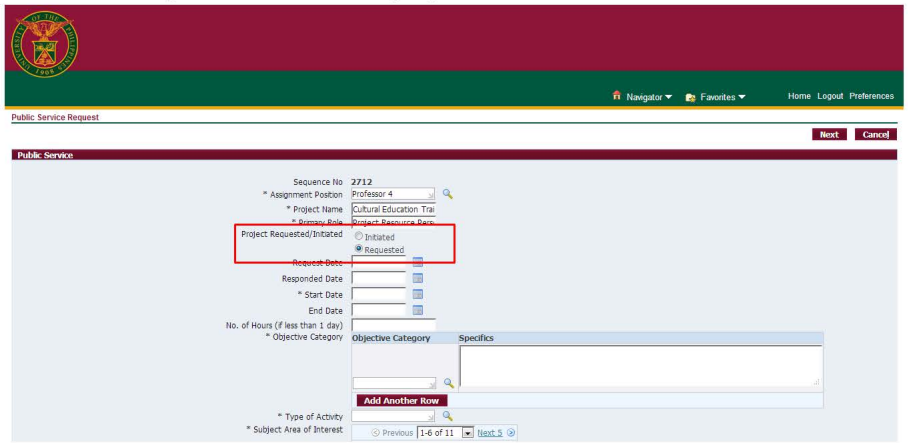
Primary Role*

Indicate your role in the project on the Primary Role field. Be specific (e.g. Project Leader, Module Developer, Lecturer, etc.)



Project Initiated/Requested

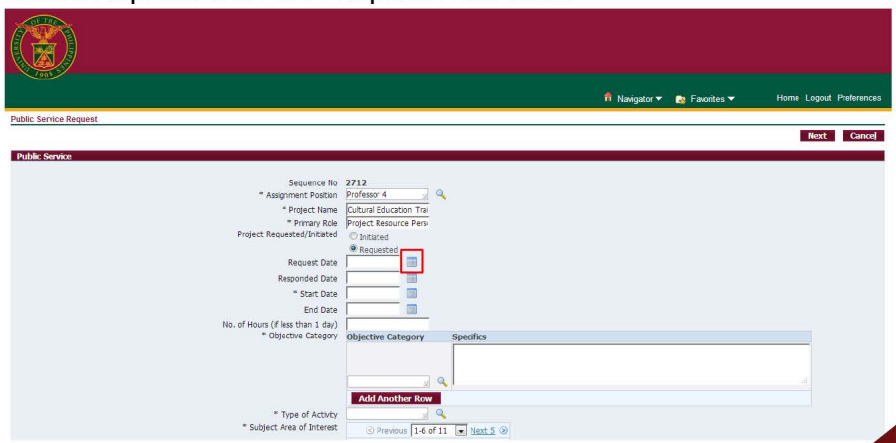
Choose the option that fits the project.



- Projects initiated by the faculty, staff, and REPS themselves are considered **initiated**.
- Projects **requested** are requests from the general public to the faculty, staff, and REPS

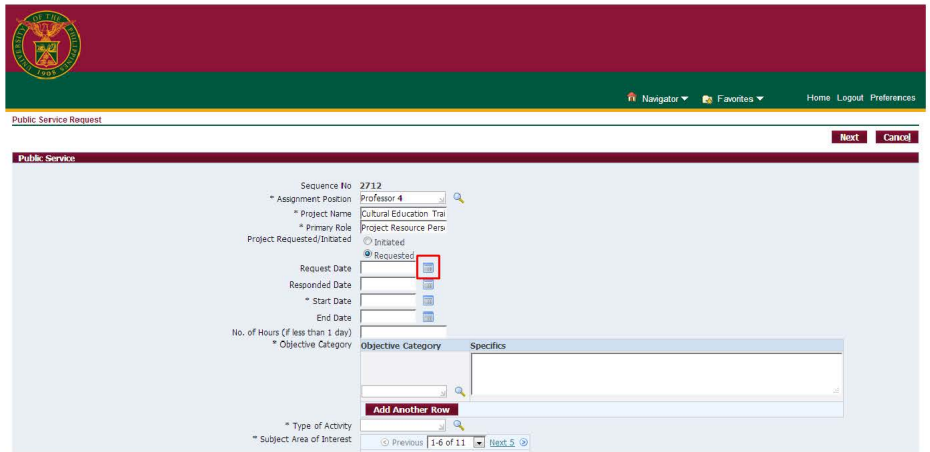
Request Date

Click the Calendar button to select the date when the project was initiated/requested on the Request Date field.



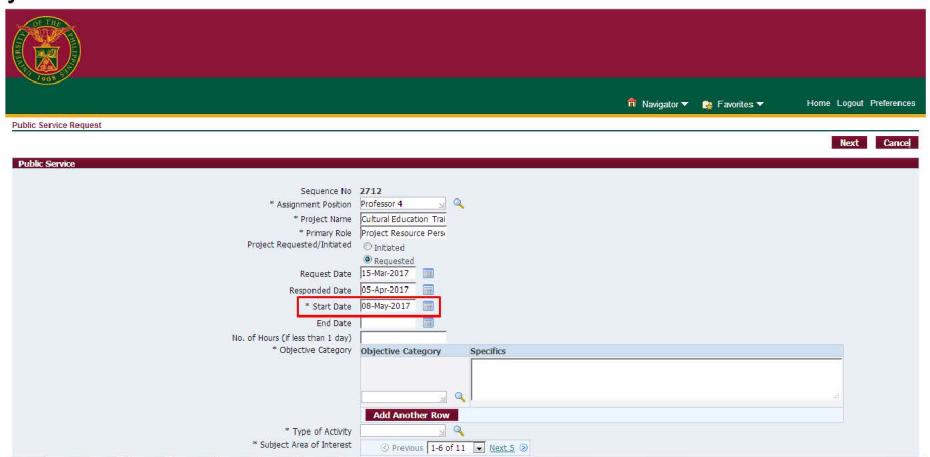
Responded Date

For projects that were requested, please indicate the date you responded in the assigned field.



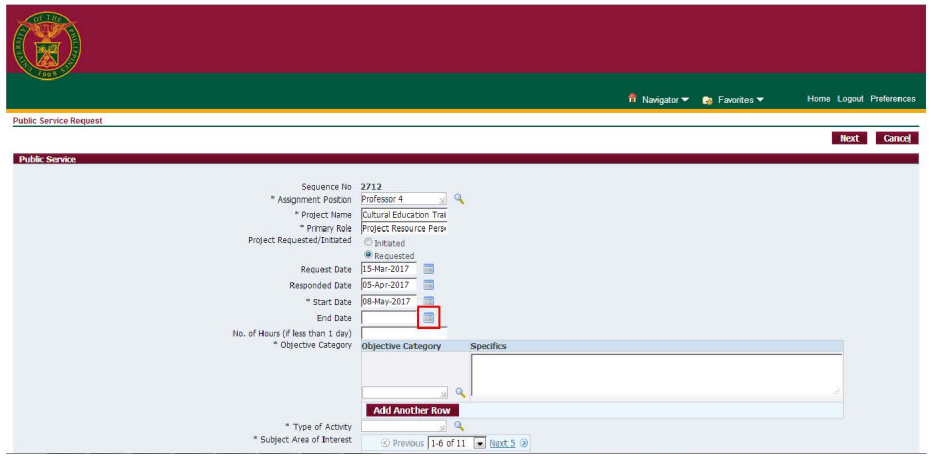
Start Date*

Indicate the actual start date of the project on the **[Start Date]** field. The start date should be as indictaed in the Memorandum of Agreement (MOA), contract, or any other official document on the project. If the complete date is not available, indicate the day (01), month, and year.



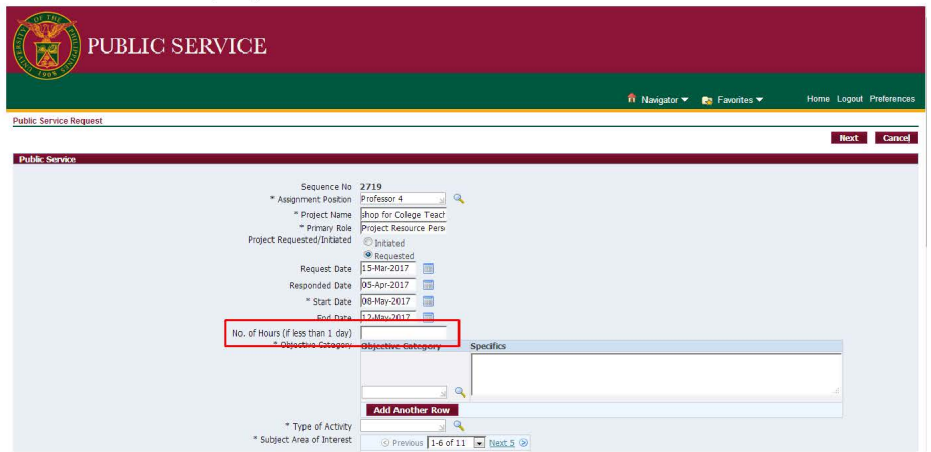
End Date

Indicate the actual end date of the project on the **End Date** field. If the project is ongoing, leave it blank and update it once the project is completed. If it was a one-day activity, there is no need to fill this out.



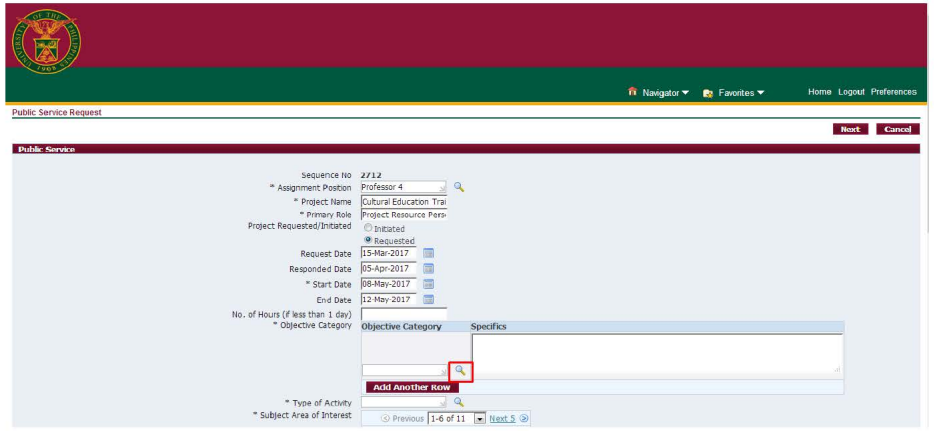
Number of Hours

If the project is less than one (1) day, indicate the **Number of Hours** rendered in the project.



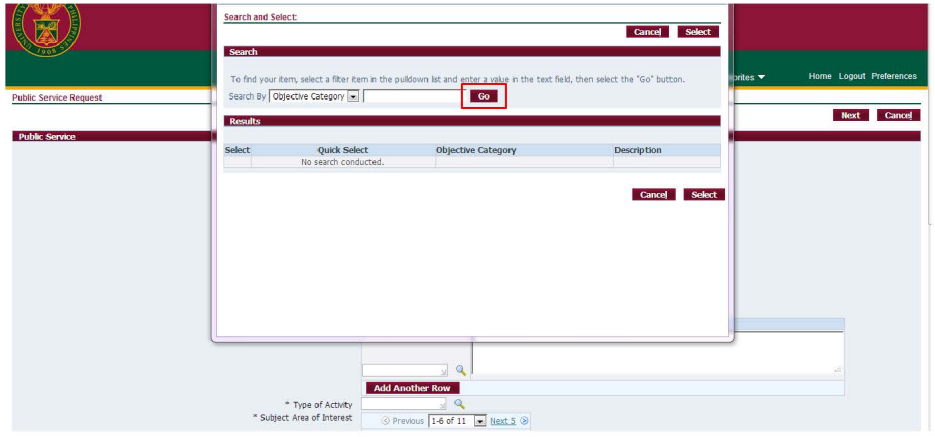
Objective Category*

Identify the objective/s of the project. Click the **Search** button for the **Objective** category.

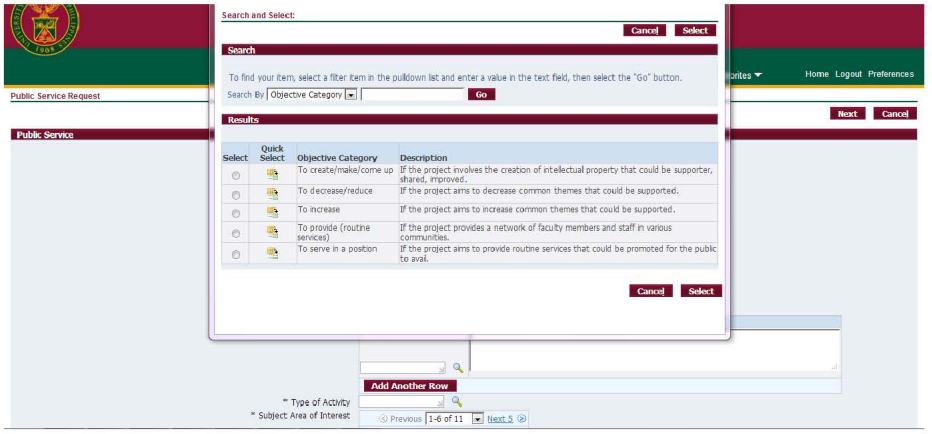


The Search and Select screen will open.

Click the **Go** button. Five (5) main objectives will be displayed.



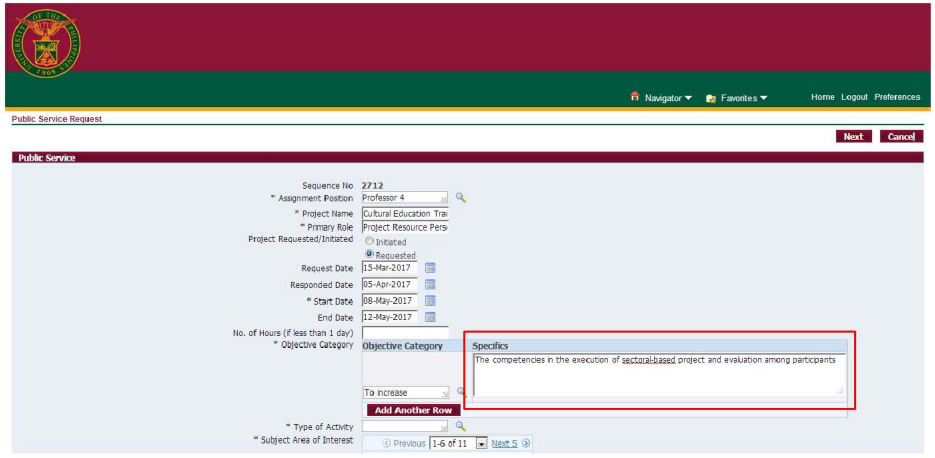
Choose the objective that best fits the project.



Objectives	***Description***
To create/make/come-up	If the project involves the creation of intellectual property that could be supported, shared, improved
To increase	If the project aims to increase common themes that could be supported
To decrease/reduce	If the project aims to decrease common themes that could be supported
To serve in position	If the project provides a network of faculty members and staff in various communities
To provide	If the project aims to provide routine services that could be promoted for the public to avail

Specifics*

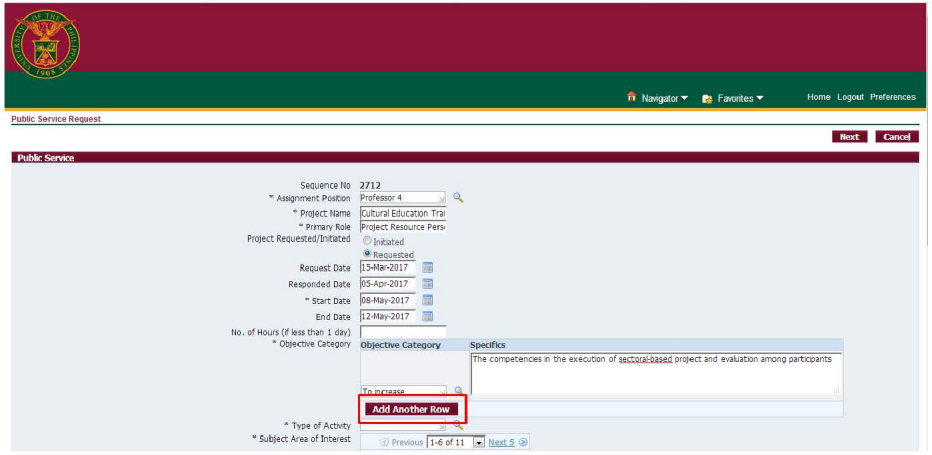
Input the spcific category details of the objective category of the project in the **Specifics** field.



- The specific details should be a continuation of the objective category. The objective category and the specific details should form one complete sentence.

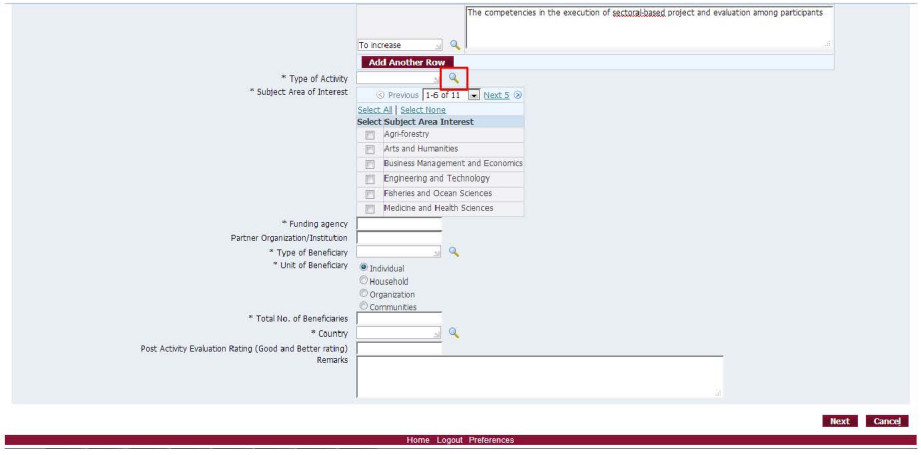
Objectives	***Specifics***
To create/make/come-up	Reports, modules, systems, software, plays, machine, etc.
To increase	Production, literacy, awareness, capacity, scores, income, etc.
To decrease/reduce	Malnutrition, hunger, morbidity, duration of a process, number of steps, etc.
To serve in position	As director, board member, undersecretary, assistant secretary, division chief, adviser, etc.
To provide	DNA testing, bacteriological tests, blood tests, evaluation of machines, etc.

- If the project has more than one objective, click the **Add Another** button. You may indicate all the objectives of the project in the module.



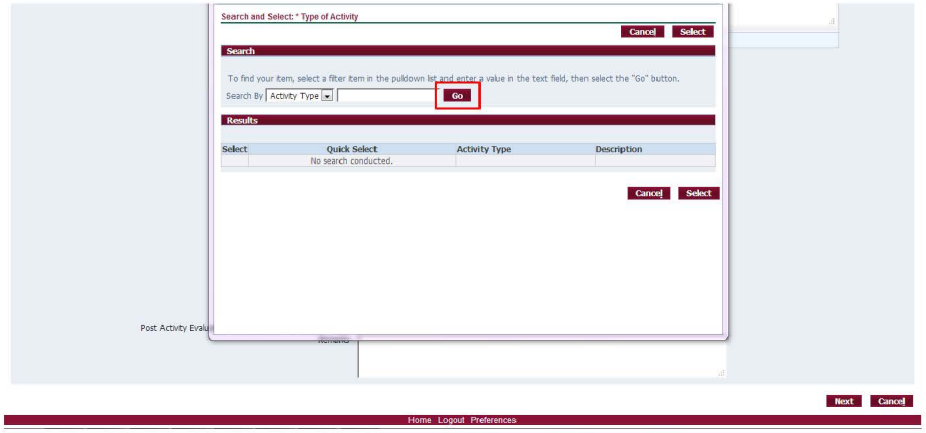
Type of Activity*

Click one Type of Activity that best fits the project.

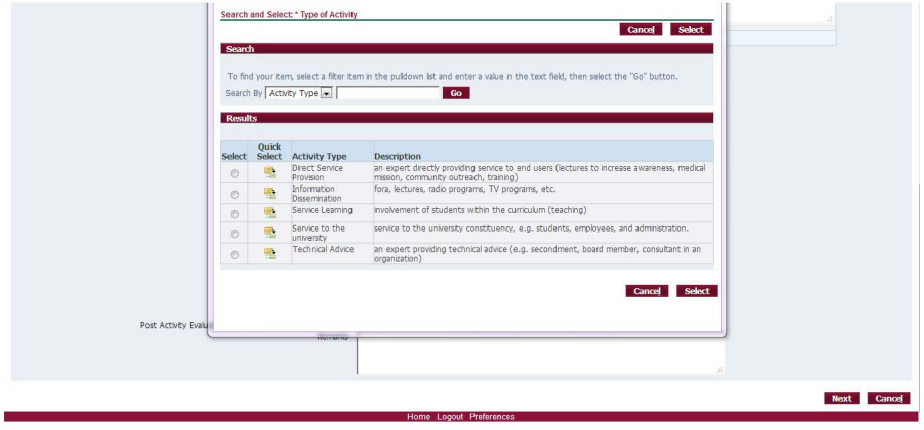


The Search and Select screen will open.

Click the Go button. The Type of Activity list of values will appear.



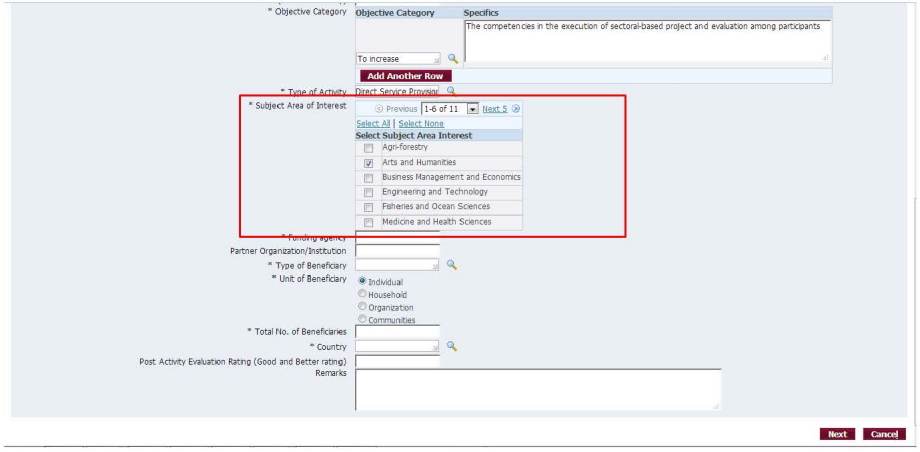
Quick Select the corresponding type of activity.



Type of Activity	Description
Direct Service Provision	An expert directly providing service to end users (lectures to increase awareness, medical mission, community outreach, training)
Information Dissemination	Fora, lectures, radio programs, TV programs, etc.
Service Learning	Involvement of students within the curriculum (teaching)
Service to the university	Service to the university constituency, e.g. students, employees, and administration.
Technical Advice	An expert providing technical advice (e.g. secondment, board member, consultant in an organization)

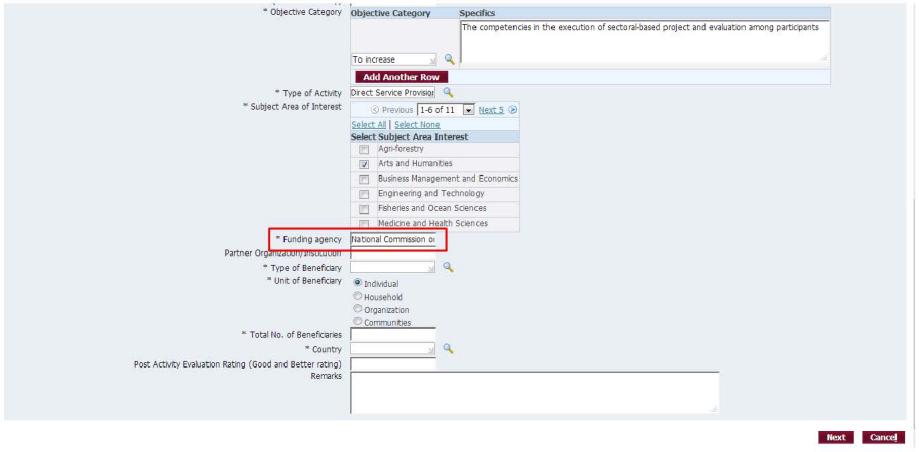
Subject Area of Interest*

The Subject Area of Interest serves as broad groupings and are not representative of the specialization of the faculty and staff involved. It is the field to which the project is related. Tick (✓) all subject areas applicable to the project.



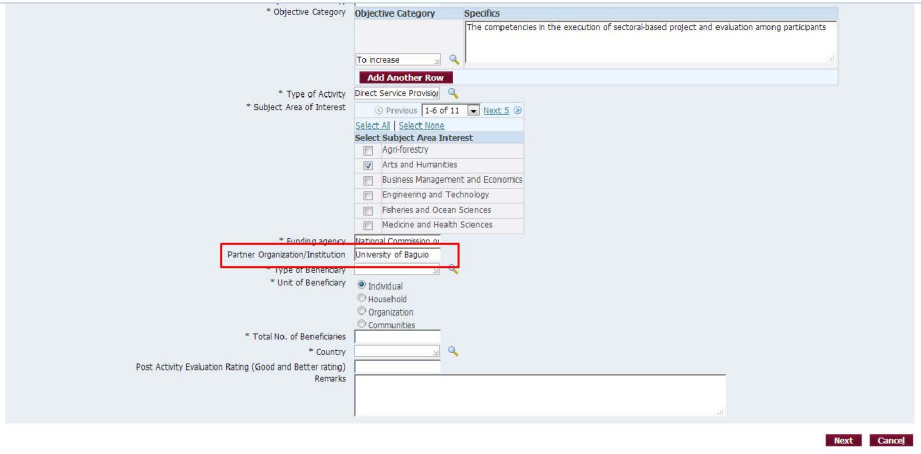
Funding Agency*

Indicate the source of fund of the project in the Funding Agency field.



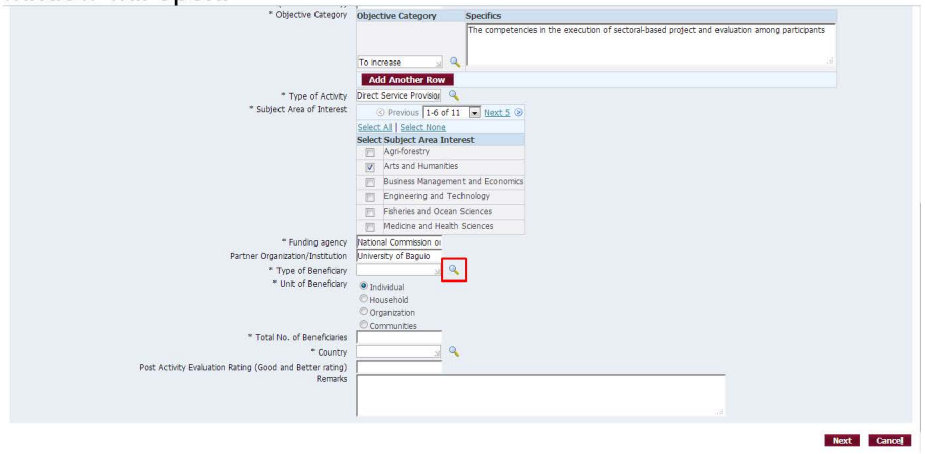
Partner Organization

Indicate the Partner Organization/Institution involved in the project, if any, in the assigned field.

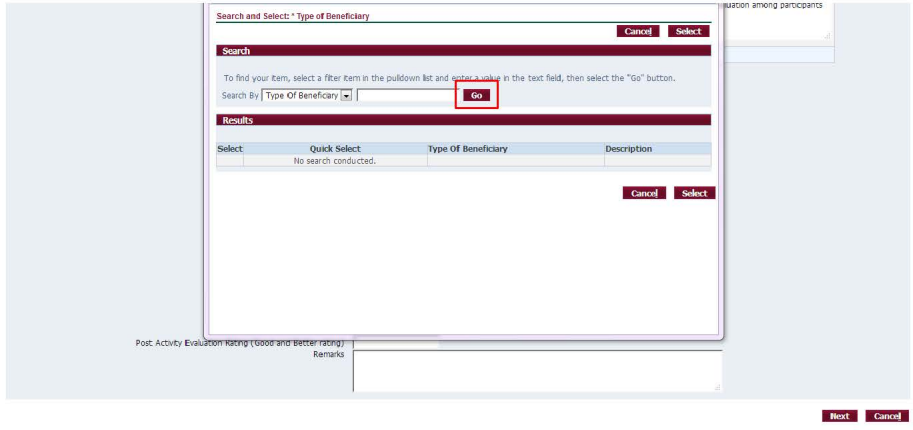


Type of Beneficiary*

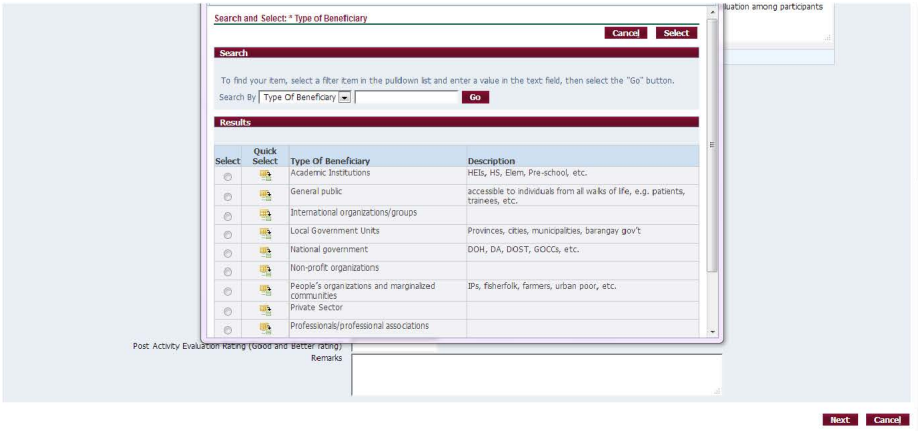
Click the magnifying glass for the Type of Beneficiary field. A pop-up window will open.



Click **Go.** Ten (10) types of beneficiary will be displayed.



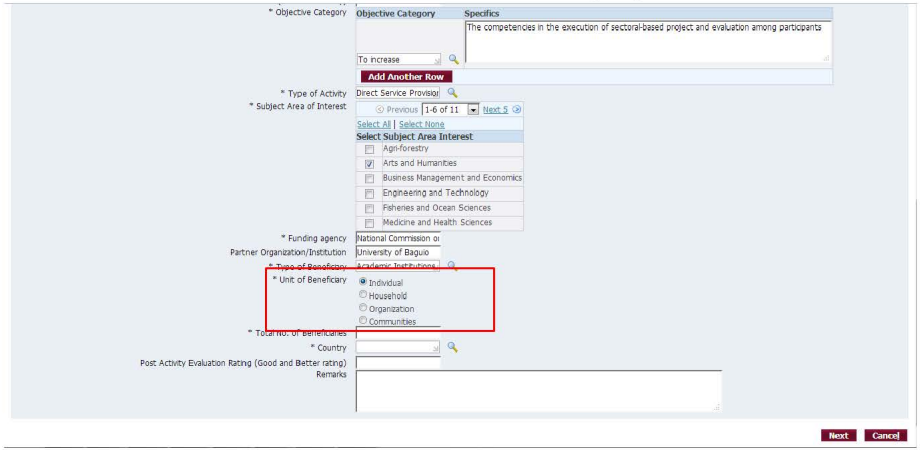
Choose the Type of Beneficiary that best fits this project.



Type of beneficiary	Description
Academic Institutions	State Universities and Colleges (SUCs), Higher Education Institutions (HEIs), High school, Elementary, Pre-school
General Public	Accessible to individuals from all walks of life e.g.: Patients, Trainees, etc.
International Organizations/Groups	
Local Government Units (LGUs)	Provinces, cities, municipalities, barangay government
National Government	Government agencies
Non-profit	Non-government organizations (NGOs), Church, Cooperatives, etc.
People's organizations and marginalized communities	Indigenous peoples, Fisherfolk, Farmers, Urban poor, etc.
Private Sector	
Professionals/ Professional associations	
UP Constituency	

Unit of Beneficiary*

Click the Unit of Beneficiary that best fits this project.

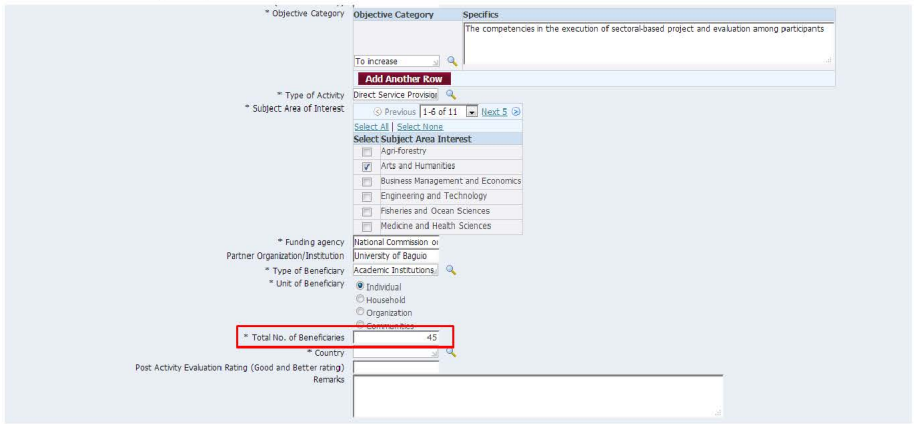


- The unit **Individuals** is applicable when service is directly provided to the intended individuals.
- For other direct public service initiatives operating information dissemination on communities in and other media programs, **House-holds** is listed as beneficiaries. This is to avoid situation where media programs claim coverage as inclusive of thousands of individuals.
- For initiatives where individuals are members of organizations and the initiative is executed for an **Organization**, this unit is listed as beneficiaries.
- The unit **Communities** is applicable if service is directly provided to beneficiaries composed of individuals, households, organizations, or online communities.

Total Number of Beneficiaries*

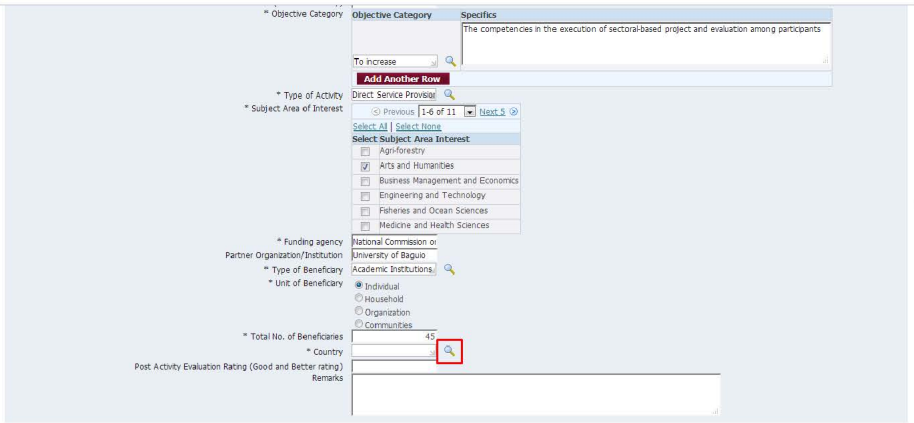
Enter the number of beneficiaries of the project.

- The number of beneficiaries is the number of individuals that participated in the project.

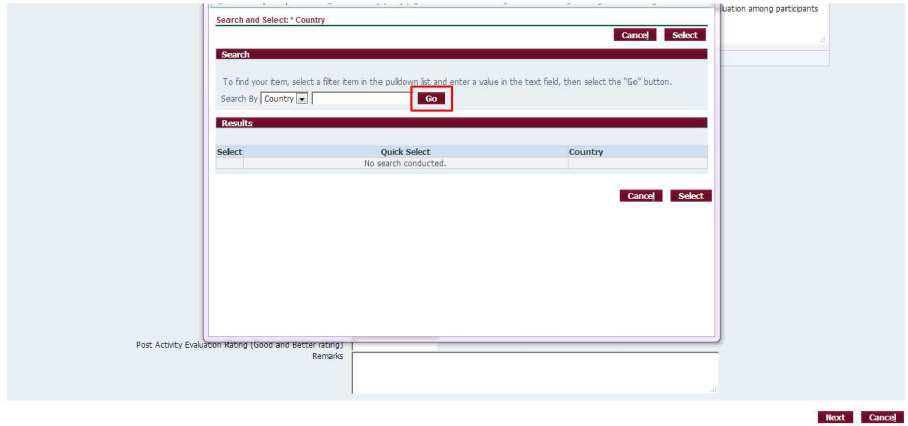


Location (Country and Municipality/City)*

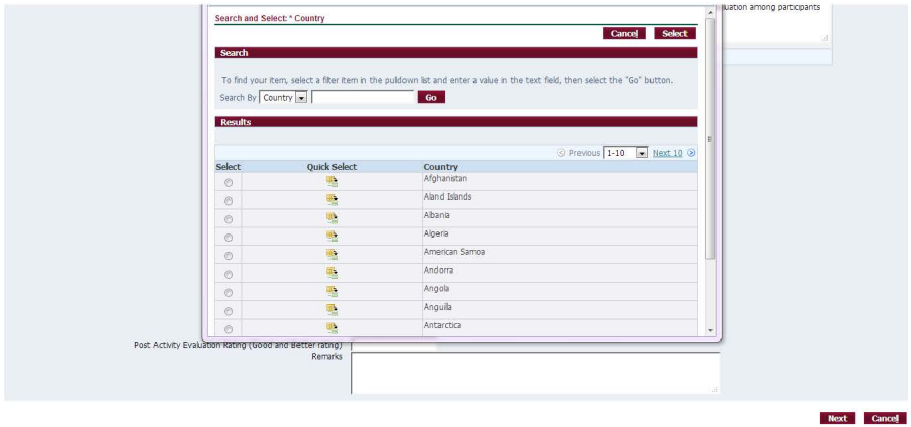
Click the **Search** button on the Country field. A pop-up window will open.



The Search and Select window will open.
Click the **Go** button. A list of countries will appear.

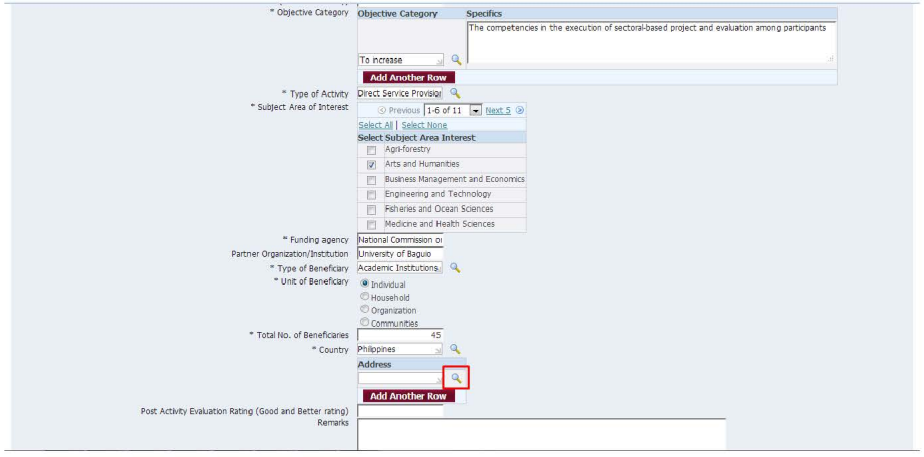


Select the country where the project was conducted.

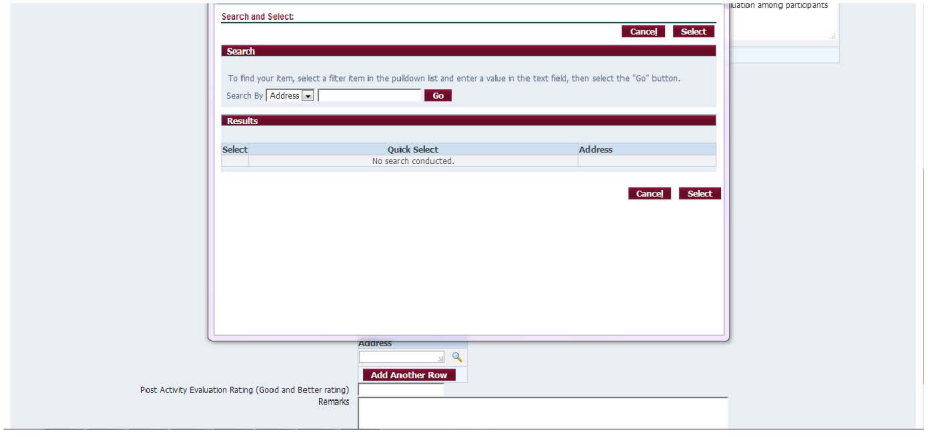


Municipality/ City

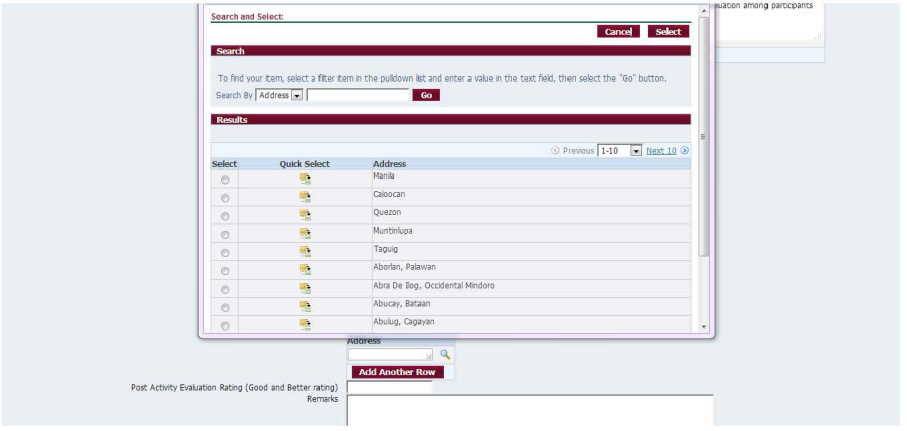
If the project was conducted in the Philippines, click the magnifying glass beside the Address field.



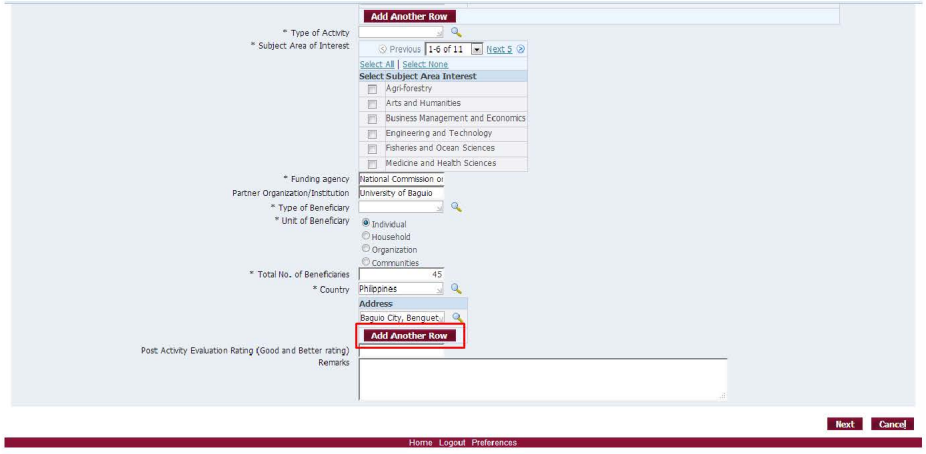
The Search and Select window will open.
Click the Go button.



The list of municipalities/ cities will open. Select the municipality/ city covered by the project.



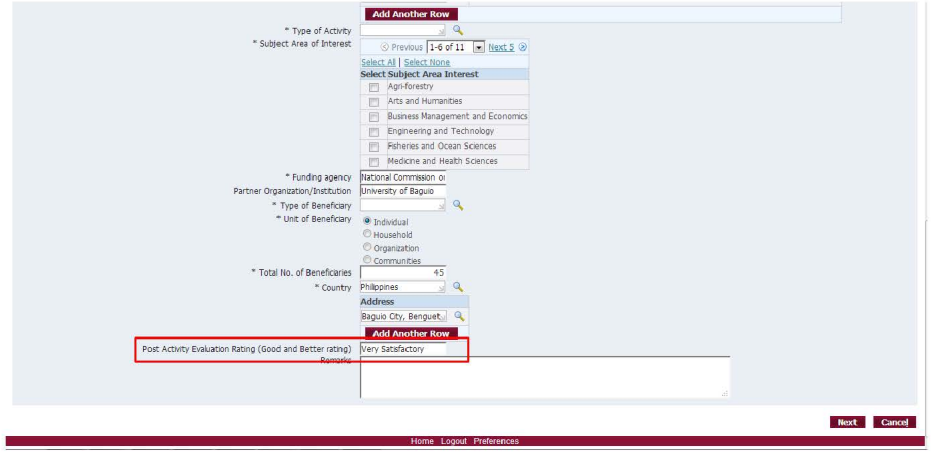
To add another location, click the **Add Another Row** button.



Post Activity Evaluation Rating

Determine the Post Activity Evaluation Rating in the assigned field.

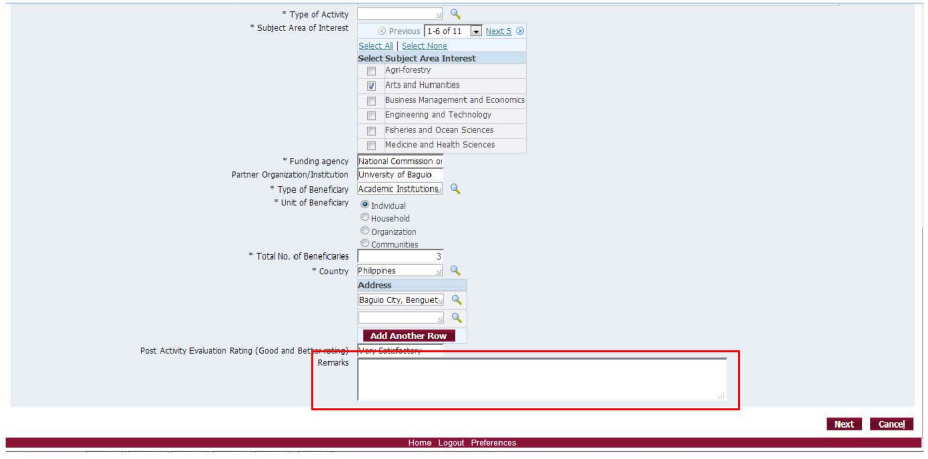
- No current standard of evaluation of public service projects is available. Evaluation will depend on the initiator or requestor, beneficiaries, or funders.



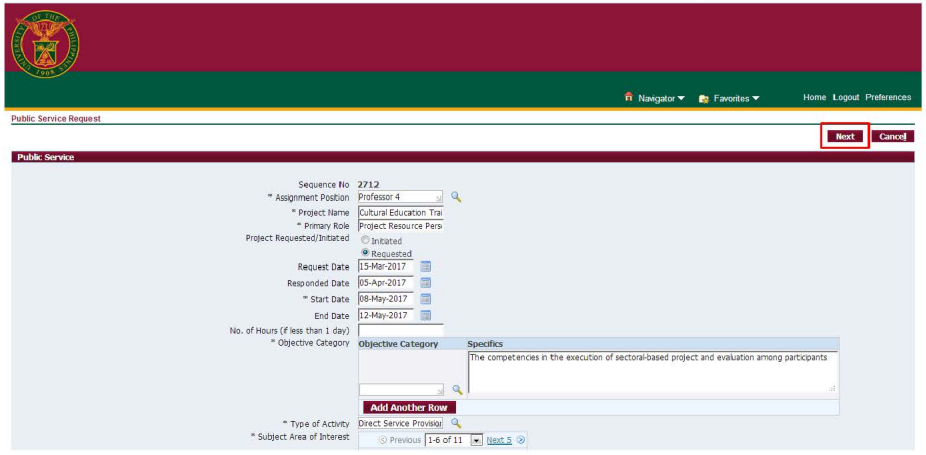
Remarks

Enter your Remarks in the assigned field.

- You may include links to articles, write ups, or pictures about the project.

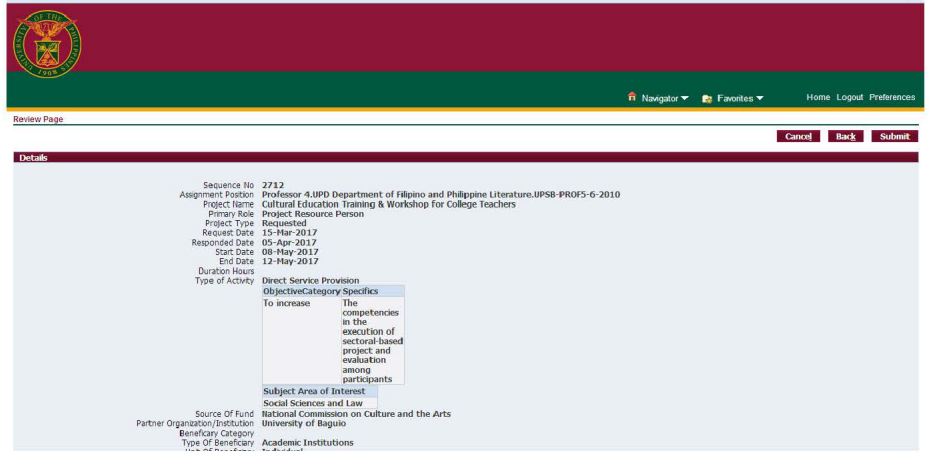


6. Once you have filled out the form, click the **Next** button.



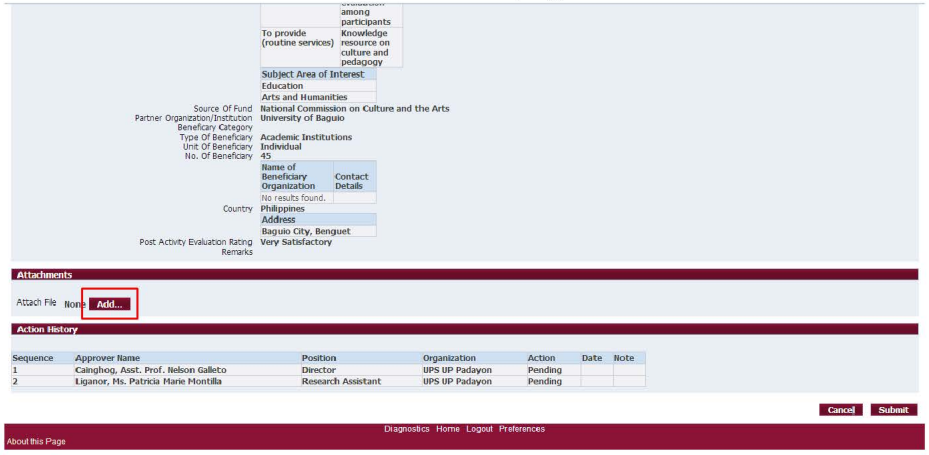
You will be directed to the Review page where you may attach files and view the list of approvers.

7. Review the details of your public service submission, and attach the supporting documents.

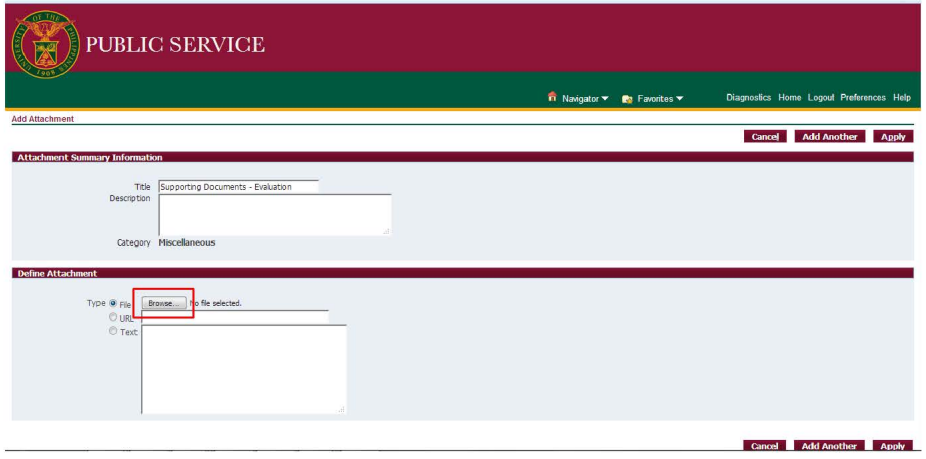


Attachments

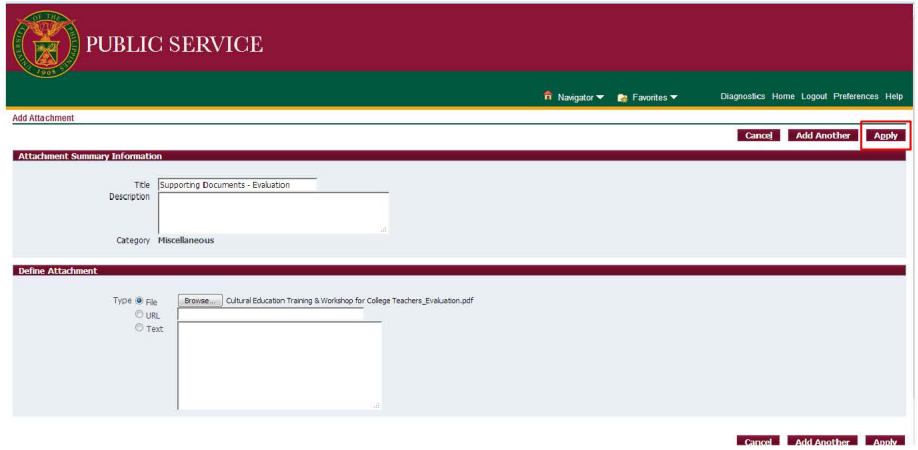
To include attachments in your submission, click the **Add** button located under the Additional Information: Attachments subsection. You will be directed to the Add Attachments page.



Click the **Browse** button to select and upload the file attachment from your computer.



Click the **Apply** button once you have finished uploading the file attachments.



- Only non-editable files (i.e. .pdf, .jpg, .png) will be accepted by the system
- URL of websites may be included in the field.

Guidelines on File Attachments for UP Information Systems (IS)

FILE FORMAT

- Files attached in the information systems (IS) have to be in the form of still images.
- Dynamic or editable file formats are **NOT accepted** in the system. These include file formats such as:
  - Word Processor - .doc, .docx, .odt, .pages, .txt
  - Spreadsheet - .xls, .xlsx, .ods
  - Container files - .zip, .rar, .tar
- Only the following file formats of attachments are **accepted** in the IS.
  - JPEG (.jpg)
  - PNG (.png)
  - Portable File Format (.pdf)

FILE SIZE

- Maximum file size per upload or per file – 8 MB
- Maximum file size per transaction – 25 MB
  * Multiple file attachments are then allowed, but on the condition that the total file size of the attachments do not exceed the 25 MB limit.

FILE NAMES

PRESCRIBED NAMING CONVENTION:

<Project name>_<Type of Document>.xtn

DONTs

- No special characters such as ? / $ % & ^ # . \ : < > are allowed.
- Do not use spaces to separate words within a file name; instead, use underscores, dashes, or capitalize the first letter of each word
- File names must not exceed 50 characters.

DOs

- Use only alphanumeric characters (0-9, a-z, A-Z), underscores (_) or dashes (-), and a period before the file format.
- Follow the prescribed Public Service attachments naming convention (listed above).
  ***xtn** (file extension) or Type of file* may be any of the three:
  1. **.pdf**
  2. **.jpg**
  3. **.png**

To illustrate, here are the examples of **correct file names** drafted based on the prescribed format:

PublicServiceHandbook_MOA2017.pdf
Public_Service_Handbook_MOA_2017.jpg
Public-Service-Handbook_MOA-2017.png

On the other hand, the following file names are incorrect, hence, **NOT ACCEPTABLE** in the system:

img000123345.pdf
Public Service Handbook MOA.pdf

DOCUMENT SCANNING

A few guidelines regarding the scanning of file attachments to be uploaded in the IS has to be observed. Here are the scanner settings which need to be configured:

A. Color

- The recommended color setting for file attachments is "Black and White", even for documents that come in colors (e.g. colored logo or heading of a letter, signature in blue ink).
- Note that the color setting determines the file size of the output, with the Color setting resulting in bigger file size output; a single page document scanned in Black and White color setting would have around a 43 KB file size, while if scanned in Color setting would have about 318 KB file size.
- Use the "Color" setting only in special cases, such as when scanning attachments for Purchase Request (PR), in which the item specifications may include a specific color, hence, a supporting image of the item has to be attached.

B. Resolution

- The following are the recommended dpi settings for file attachments:
  200 dpi - Lowest acceptable resolution
  300 dpi - Average acceptable resolution
  500 dpi - Highest acceptable resolution

- Scanner resolution (dots per inch or dpi) determines the sharpness of the image, such that a high dpi produces clearer and sharper images, but for a big file size (around 2MB-5 MB per page) and at a longer scanning time. A low dpi, on the other hand, results in less clear and pixelated images.

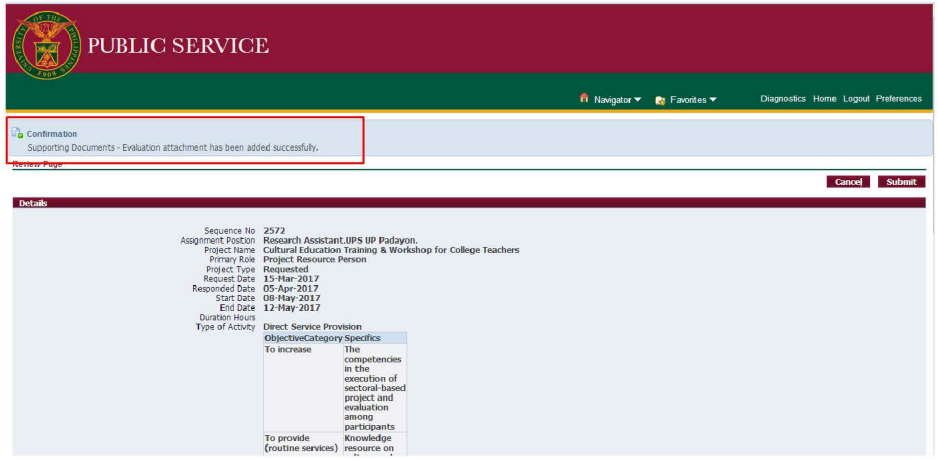
References

The U.S. National Archives and Records Administration (2004). Technical guidelines for digitizing archival materials for electronic access: creation of production master files - raster images. Retrieved July 1, 2016, from http://www.archives.gov/preservation/technical/guidelines.html

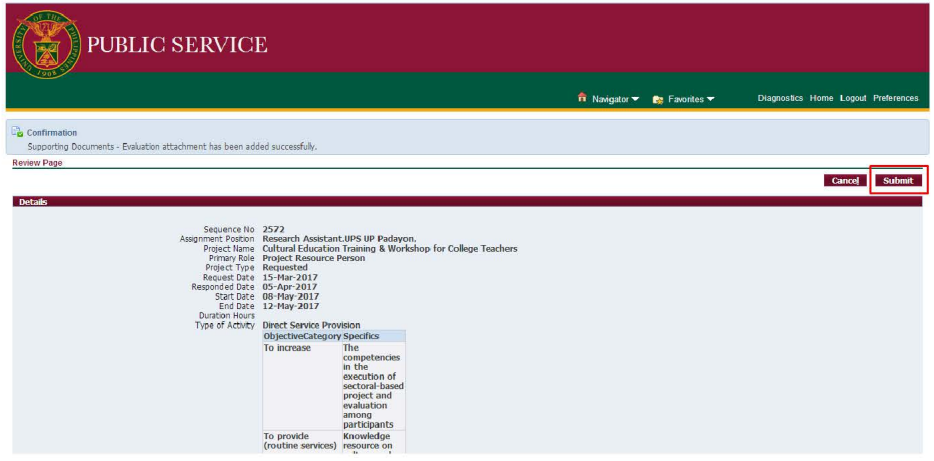
IEEE Org (2009). IEEE 802.1: File naming conventions. Retrieved July 4, 2016, from www.ieee802.org/1/filenaming.html

Duff, J. (2010). Key best practices for document scanning. Retrieved July 4, 2016 from https://talkingpdf.org/key-best-practices-for-document-scanning

Upon successful uploading of documents, a confirmation will appear.



8. Click the **Submit** button.



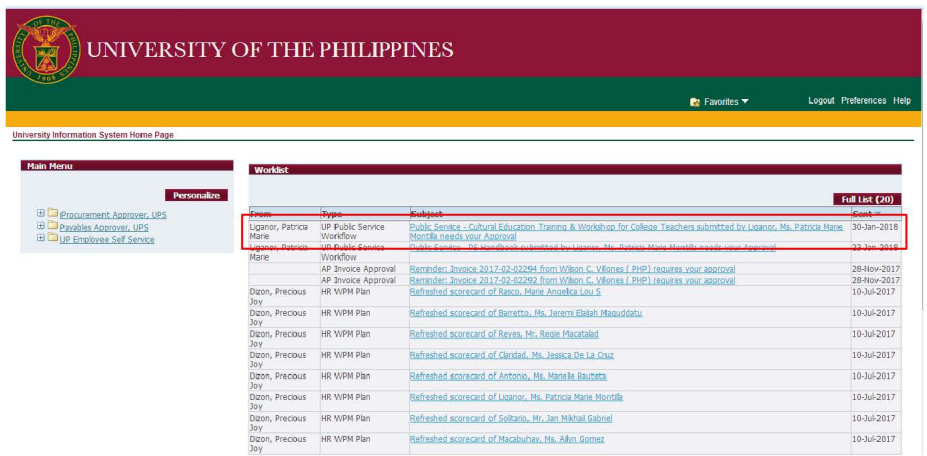
A confirmation message will appear on your screen.

QUICK GUIDE	
SUBMISSION OF PUBLIC SERVICE (INDIVIDUAL)	
1	*uis.up.edu.ph* Enter UIS credentials (username and password) > Login button
2	*UIS Home Page* UP Employee Self Service responsibility > Public Service folder > Submit Public Service
3	*Submit Public Service: Special Information* Add button
4	*Public Service* Enter details (Assignment Position, Name of Project, Primary Role/ Designation, Date Requested/ Initiated, Date Responded, Start Date, Objective Category 1, Specifics 1, Type of Activity, Subject Area of Interest 1, Degree of Institutionalization, Beneficiary Category, Unit of Beneficiary, Number of Beneficiary, Post Activity Evaluation Rating) > Apply button
5	*Submit Public Service: Special Information* Select Project with 'New' status > Next
6	*Submit Public Service: Review* Review details entered > Add attachments (optional) > Submit button

For the Supervisor of the CU Public Service Office

1. **Log in** to http://uis.up.edu.ph using your University Information System (UIS) account credentials.

2. Check your **Worklist** for Public Service submissions that require your approval.
Click the link or **Subject** of the Public Service Submission (i.e. Public Service for [Employee Name] requires approval). A page containing further details of the request and the approver actions will open.
Review the Public Service details submitted.



3. Click the **Approve** button to accept the Public Service entry of the employee. The employee will receive a notification that his/ her Public Service has been approved.

Note: Approvers of public service submissions are the following:

- Supervisor/ Principal Unit
- Public Service Recipient

You will be redirected to the UIS Home Page.

Please see the next page for further details on the other approver actions (i.e. Reject, Reassign, Return for Correction).

APPROVER ACTIONS

APPROVE

Click the **Approve** button if you accept a completed and verified transaction or submission. Once approved, it will be automatically forwarded to the worklist of the next approver, or if you are the final approver of the transaction, the originator/ requester will be notified of the status.

RETURN FOR CORRECTION

Click the **Return for Correction** button if some details on the submission need to be corrected or changed by the requester/ originator. The submission will be then sent back to the requester/ originator

REASSIGN

There are two options in reassigning a transaction to another approver: **Delegate (Forward)** or **Transfer**.

When you select **Delegate (Forward)**, you give another user or approver the authority to respond to the notification on your behalf. This option allows you (the original approver) to retain the ownership of the notification as well.

Transfer, on the other hand, entails the change of not only the authority to approve, but also of the ownership of the notification to another user or approver.

REJECT

Choose the **Reject** button if you disapprove of the transaction. Note that once you click Reject, the submission or transaction and the details it contains shall be discarded.

QUICK GUIDE	
APPROVAL OF PUBLIC SERVICE	
1	*UIS Home Page* Worklist > Link with Subject “Public Service for <Name of Employee> requires Approval”
2	*Public Service for Employee requires approval* Review Details > Approve*

*Other Approver Actions:

- **Return for Correction** - Click this button if there are some details that need to be changed or corrected so you can approve it. The submission will be reverted to the employee.
- **Reassign**
  - **A. Delegate (Forward)** - The authority to approve the notification will be given to another user, but the ownership of the notification is retained by the original approver.
  - **B. Transfer** - Another user will be given the authority to approve, as well as the ownership of the notification.
- **Reject** - This button disapproves the transaction. The submission will be discarded.

UPDATING OF PUBLIC SERVICE

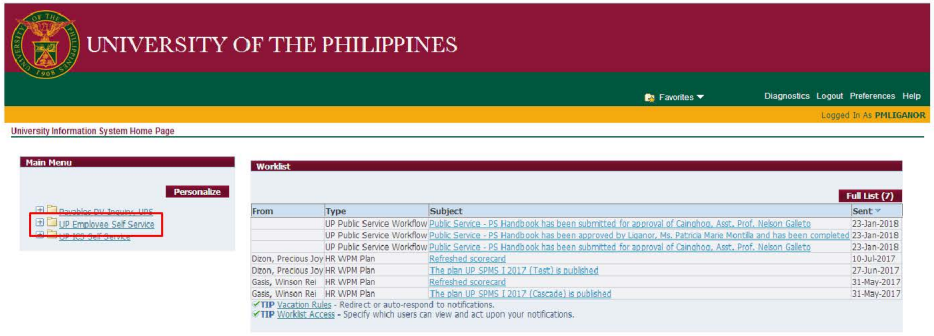
For UP Faculty, REPS, and Administrative Personnel
For Individual Projects

1. **Log in** to http://uis.up.edu.ph using your University Information System (UIS) account credentials.

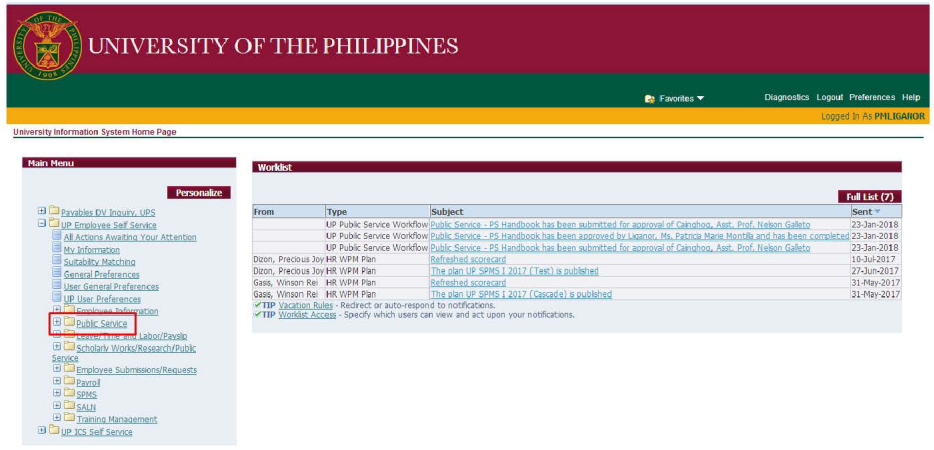
- Uppercase and lowercase format are accepted for the username.
- Password is case-sensitive.
- It is recommended to change the password every month for security purposes.

You will be directed to the UIS homepage.

2. On the UIS Main Menu, click the **UP Employee Self Service** responsibility.

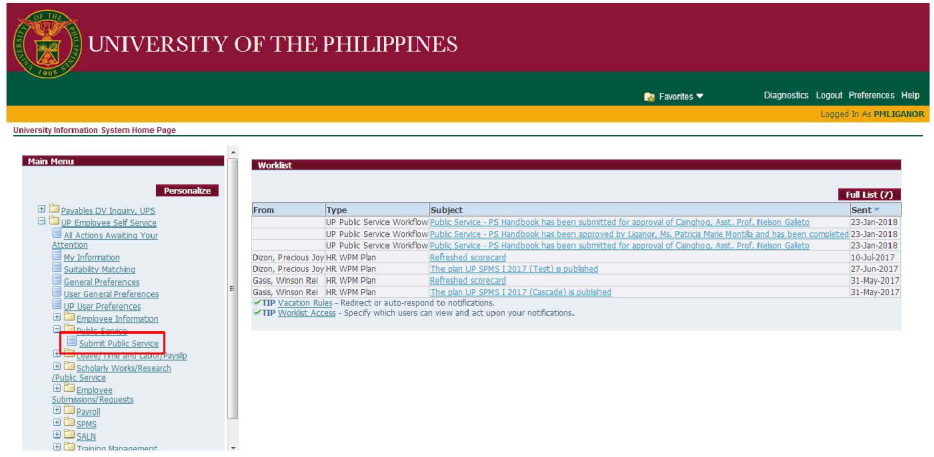


3. Click the **Public Service** folder.



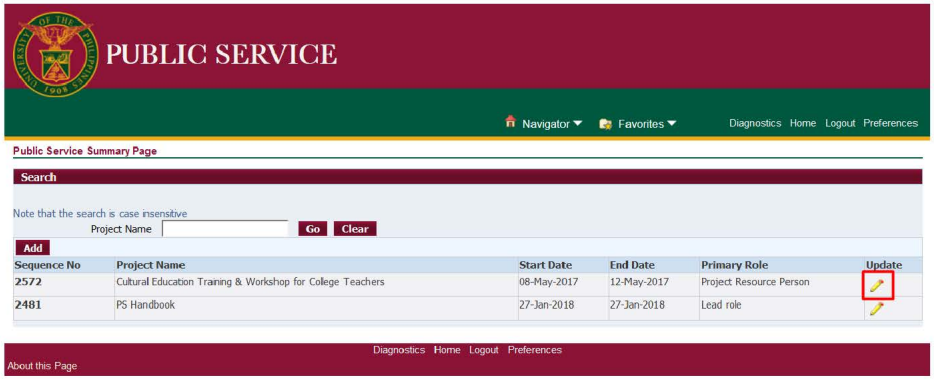
A dropdown list will appear.

4. Select **Submit Public Service**.



The Public Service Summary page will open.

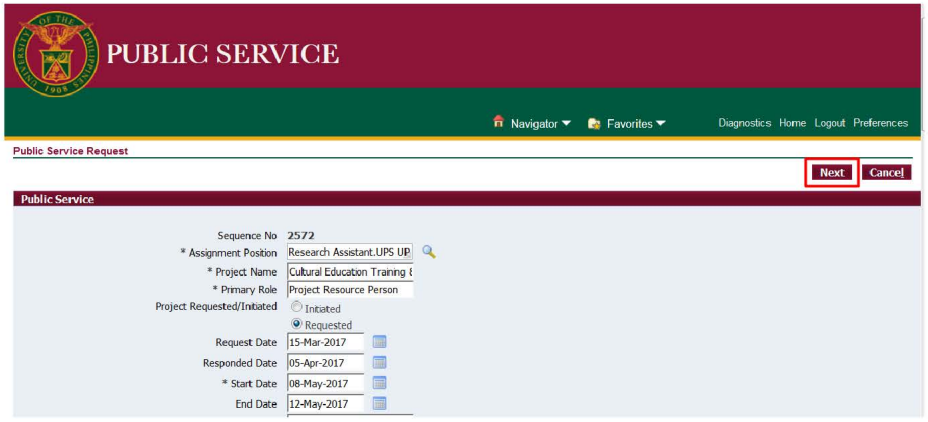
5. Select the Public Service record that you want to edit, then click the corresponding **Update** button.



You will be directed to the Public Service page.

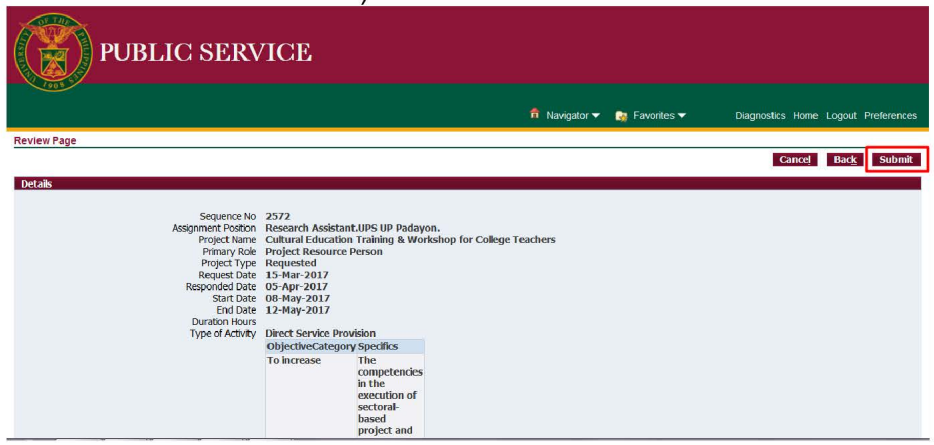
Note: Only approved public service submissions will appear on the Public Service Request page.

6. Update the details of your public service submission, then click the **Next** button.



7. Review your proposed updates, then click the **Submit** button.

Note: You may also include attachments when updating public service submissions. (For instructions re UIS file attachments, please see Step 7 of Submit Public Service.)



Upon successful update of your public service, a confirmation will appear that this has been sent to your supervisor for approval.

BIBLIOGRAPHY OF PUBLIC SERVICE IN HIGHER EDUCATION

The Evolution of Public Service in the University: Its History and the Prospects in the Coming Years

As the national university of the Philippines, excellent things are expected from the students, members of the faculty and staff of the university. Students, faculty and staff are expected to exude the values of honor and excellence in whatever they do. Greater expectations stem from the fact that they are the best of the best and that they are expected to always heed to the call of the nation and its people. Students, members of the faculty and staff of the university are expected to lead as paragons of selfless offering of oneself not only to the nation, but also to its people. As Iskolars ng Bayan [scholars of the nation], students are expected to excel in the disciplines that they choose as well as in whatever career path they choose to take. Students are expected to serve the people and the country upon graduation in their own little ways. Members of the faculty are expected to shape the very people who will shape the nation. They are also expected to use their knowledge to analyze various problems that plague the nation and come up with efficient solutions. The staff of the university, as public servants, is expected to serve the university with integrity and due diligence to ensure the efficiency of the processes that various institutions within the university undertake.

The statement “paglingkuran ang sambayanan” [serve the nation] can be seen in university graduations, events and in various landmarks in the university. It is a constant reminder of the country’s expectations as well as of the responsibilities of every member of the UP community to serve not only the people, but also the entire nation. The statement is also being emphasized by professors among its students from the very first day of classes, until the very last day. The statement and how it is continuously being emphasized within the university serves as a reminder of the expectations and ascribed role of members of the UP community in fulfilling the public service mandate of the university.

Prior to the establishment of the new UP Charter of 2008, the public service mandate of the university was only an expectation attached to the entire UP community. The entire community is expected to serve the people and the nation as well as to come up with various initiatives and projects which aim to improve the lives of the Filipino people. Despite the lack of a codified provision emphasizing the public service mandate of the university, various units and offices from all UP constituent university (CU) still undertook various initiatives and projects aimed at serving the general public. According to A Public University (2010), prior to the implementation of the New UP Charter of 2008 UP as the national university is mandated to assume certain roles.

UP aims to lead as a research university and use its expertise and knowledge in order to improve the well-being and overall condition of the people and the nation. As a research university, its constituents must come up with new and innovative knowledge as well as technology in order to help solve the issues that plague the nation. As the national university, UP is also tasked to raise the public discourse on national and global issues. As the bastion of critical-thinking, it must promote various programs and campaigns which increase the awareness of the masses and mobilize them to act on the change they wish to achieve. As it raises the public discourse on national and global issues, it must also inspire transformative change among the people. Similarly, the university must also lead in shaping and preparing its very students on national and global issues. The university is tasked to mold the students into individuals equipped with the necessary tools to be analyze and respond to national and global issues. The last role of the university as the national university of the country is to help improve and redefine university governance in order to actualize the above stated roles.

With the creation and implementation of the Republic Act (RA) 9500 (also known as the UP Charter of 2008), a new role emerged. Now, one of the key roles of the university is to be a public university. As stipulated in RA 9500, the university is mandated to provide “various forms of community, public and volunteer service, as well as scholarly and technical assistance to the government, the private sector, and civil society while maintaining our standards of excellence”. This new mandate strengthens the expectation and responsibility of the entire UP community to serve the nation and the people while upholding the values of honor and excellence. Now, the UP community is mandated to reach out not only to its constituents within the university, but also to the general public and use the expertise and the knowledge it has acquired to attend to the needs of the people and the nation. Through the public service mandate of university, due recognition can be given to various units and offices as well as members of the faculty which continuously and passionately undertake public service initiatives and projects. The mandate will also help inspire various studies and researches which aim to bolster and promote public service as a field of research. The codification of this mandate also strengthens the value of public service within the university and puts this undertaking up in a pedestal alongside UP’s other mandates.

Following the codification of the public service mandate of the University of the Philippines, one of the constituent university of UP followed suit and codified the definition of extension work. In order to do this, UP Diliman conducted a survey as well as a roundtable discussion in order to determine the actual scope, practice and extent of extension services in the said unit. It was also during these initiatives that the current extension services that UP Diliman has undertaken was assessed with respect to the current public service mandate of the University. From the discussions made in

the survey as well as the Extension Colloquium done in 2014, Diliman as a constituent unit was able to come up with definitions of extension services. Extension by UP Diliman's definition is a, "public service work by an academic unit, faculty, staff, and students, individually or as a group. This function of the University is a contribution to achieving excellence in social and public service, specially the underserved sectors. Extension generates, validates, and applies knowledge that can enrich instruction and research." Based on this definition, public service constitutes utilizing the knowledge and talent of the members of the UP community using one's discipline in order to serve the underserved and marginalized sector of the Philippine society. Various avenues of extension work include "technical assistance, extramural programs, advocacy and community mobilization, and, organizing symposia, public fora, exhibits, performances and conferences" as well as service-learning activities. Various awards and recognitions are given to faculty and staff who undertake extension/public service initiatives. These include Gawad Chancellor (applicable only in certain UP CUs) and promotion points for faculty and staff as well as for performance-based bonus for units and offices.

Given the public service mandate of the university as per RA 9500, the university is expected to engage in the promotion of public service initiatives which greatly benefit the general public. Various units and offices across all UP campuses use their knowledge and expertise in their field of study to come up with various extension and volunteer programs as well as offering technical assistance and direct services to communities across the country. While the public service initiatives of various units and offices across all UP campuses are indeed remarkable and are consistent with the public service mandate of the universe, these initiatives are not consolidated nor publicized enough to achieve maximum impact. The creation of the UP Padayon Public Service Office aims to solve the above stated problems. Aside from undertaking the public service function of the university, but it is also mandated to coordinate and monitor all public service initiatives throughout the UP system. The UP Padayon Public Service Office is also tasked to provide assistance in initiating, implementing and evaluating the various public service initiatives with the "aim of developing a relevant, strategic, sustainable and systematic public service program". The office is also mandated to provide assistance to these units in terms of dissemination as well as to connect these units and offices to relevant actors and institutions for maximum impact. Lastly, the office is also mandated to give due recognition to the units and offices which have embodied the values of the university as they fulfilled the public service mandate of the university.

With the help of the UP Padayon Public Service Office, the university's visibility within the far-flung activity will increase through public service. Greater coordination and partnership among the university's constituent units is needed in order to achieve better results. Among its eight constituent units, an ad hoc System Committee on

Public Service was created in order to strengthen the coordination and relationship among the constituent units of the university. The committee is tasked to formulate a uniform public service reporting system to be utilized by the different units and offices to encourage reporting of the various public service initiatives that are continuously being done by units and offices across all UP campuses. As focal persons for public service in their respective UP constituent units, they are also tasked to create a report showing the current state of the public service in their respective constituent units. To add to that, they are also tasked to identify key metric on the state of public service mandates in UP constituent units in order to identify issues and find effective solutions to these issues. Lastly, the system committee on public service is also expected to provide avenues, in the form of workshops and conferences, to help improve data collection and reporting of public service initiatives. In order to do this, the committee may tap experts from various disciplines.

With the incremental institutionalization of public service in the university as well as the plethora of opportunities provided by the university to its constituents, various public service initiatives have been undertaken by various members of the UP community, units and offices. Embodying the university values of honor and excellence, most of these initiatives have garnered recognition both within the university as well as outside the university. These initiatives continuously help in improving the lives not only of the members of the UP community but also the lives of those outside the university. Through the joint cooperation of the System Committee on Public Service as well as the UP Padayon Public Service Office, various initiatives and projects have been made possible. These projects aim to address the issues faced not only by the System Committee on Public Service, by the UP Padayon Public Service Office but also by the various units and offices across all UP campuses.

In order to check the compliance of the various units and offices of the university to its public service mandate, public service initiatives must be reported. One of the recurring issues faced by the System Committee on Public Service is the sporadic public service reporting of various units and offices across all UP campuses. In order to address this issue, the System Committee on Public Service spearheaded a system for reporting public service initiatives. The said initiative was developed by the University Information System of the UP Information Technology Development Center (ITDC) through the Public Service Module of the Human Resource Information System. Through this initiative, UP faculty, research, extension and professional staff (REPS) and staff will be able to report public service initiatives seamlessly and to retrieve information on-demand. The relevant data and information collected may be used by the UP System for future policy formulation. Another issue that the System Committee on Public Service aims to address is the lack of coherent guidelines on reporting. Similarly, greater emphasis on the relevance of public service in terms of promotions and PBB needs to be established. In order to address these issues, the System Committee on Public Service came up with the Handbook on Public Service initiatives

where all the relevant university regulations and all the relevant information on public service reporting may be found.

Undertaking public service initiatives provides an opportunity to public service practitioners to use their knowledge and expertise to help improve the lives of the general public. However, a growing concern observed by the System Committee on Public Service is the low number of written reports produced by faculty members, units and offices which undertake public service initiatives. In order to incentivize the production of a written output, the committee proposed the creation of a fellowship program open to all faculty, REPS and staff of the university. The Public Service Fellowship Grant aims to promote public service as a scholarly and interdisciplinary endeavor. It also aims to encourage faculty, REPS and staff to produce a literature-grounded evaluation and documentation in the form of journal article for publication based on the public service initiatives that they have developed and undertaken. On a similar note, an avenue for faculty, REPS and staff to showcase their respective initiatives is also needed. The Colleges and Universities Public Service Conference (CUPSCon) is a two-day conference which aims to promote public service as an interdisciplinary field of research. First organized in November 2015, it provides an effective platform with which to harness teaching and research for extension and public service. It also aims to provide an avenue for scholarly discussions on the various practices and initiatives which help develop and improve the respective initiatives of each participant. CUPSCon also provides opportunities for showcasing initiatives which highlight the social responsibility and commitment to public service of various higher education institutions (HEIs). A scholarly take on public service encourages members of the academe as well as REPS toward a research-oriented track in the pursuit of the public service mandate of the university.

While a conference is a good avenue to publicize initiatives, there must also be a mechanism by which these initiatives can be shared to the general public. There must be a mechanism for the general public to know more about the initiatives that units and offices across UP campuses offer and how they can avail of these services. The UP Catalogue of Institutional Public Service is a directory of all the extension services offered by UP units across the system. This was created so that the general public may know more about these initiatives. The listing offers an avenue for sharing and disseminating relevant information so that stakeholders and the community may avail the services themselves or share the information within their networks.

The emphasis on the importance of public service as well as the incremental institutionalization of public services within the university has greatly helped encourage members of the UP community to undertake the selfless endeavor of undertaking public service. Undertaking public service does not only help in the careers of the faculty and staff of the university, but it also enables them to serve the people and the nation while fulfilling the newly established mandate of the university. It also provides

the members of the UP community to embody and showcase the values of the university, honor and excellence, as they reach out to the far-flung communities. Despite the existing issues and concern, with the help of the System Committee on Public Service and the UP Padayon Public Service Office, these issues were addressed through the creation of apt and effective programs and projects. Public service, albeit a new mandate, is steadily gaining traction among the members of the UP community. With the commitment of the impassioned members of the System Committee on Public Service and the guidance of the UP Padayon Public Service Office, the university will remain true to its mandate of serving the people and the nation while embodying the values of honor and excellence.

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List of Acronyms

ASEAN	Association of Southeast Asian Nations
CU	Constituent University
CUPSCon	Colleges and Universities Public Service Conference
DBA	Doctor of Business Administration
HEIs	Higher Education Institutions
HRIS	Human Resource Information System
ITDC	Information Technology Development Center
LLM	Master of Laws
OVPAA	Office of the Vice President for Academic Affairs
OVPD	Office of the Vice President for Development
OVPPA	Office of the Vice President for Public Affairs
PBB	Performance-based Budgeting
PDF	Portable Document Format
PhD	Doctor of Philosophy
RA	Republic Act
REPS	Research, Extension, and Professional Staff
UIS	University Information System
UP	University of the Philippines
UPB	University of the Philippines Baguio
UPC	University of the Philippines Cebu
UPD	University of the Philippines Diliman
UPLB	University of the Philippines Los Baños
UPM	University of the Philippines Manila
UPMin	University of the Philippines Mindanao
UPOU	University of the Philippines Open University
UPV	University of the Philippines Visayas
URL	Universal Resource Locator

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Document History

Date	Author	Version	Update
June 6, 2017	Dir. Nelson Cainghog	1.0	Initial Release
September 2017	Dir. Marot Flores	2.0	▪ Added new fields and renamed existing fields ▪ New design (color, font, pictures)

NOTES

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Acknowledgements

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