University of the Philippines

Institutional Public Service

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

Document History

Date	Author	Version	Update
September 2018	Dir. Jeanette Yasol-Naval	1.0	Initial Release

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Message from the Vice President for Public Affairs

While the University of the Philippines has led higher education in the country in teaching and research, it's important to emphasize that its mission as the national university includes a third vital component—public service.

Through the years, UP has kept its promise to conduct public service initiatives guided by the values of Honor and Excellence, whether it be in our individual capacity or with the help of the units, departments, colleges, and CUs we are part of.

UP faculty, administrative staff, and research, extension, and professional staff have provided many forms of service which have been recognized and appreciated by our people. The public often taps our professors, administrative staff, and REPS for technical advice and information. UP also provides training programs, seminars, forums, and medical missions, among other activities with a clear public benefit.

The time has come for these programs, projects, and other initiatives undertaken by UP offices to be recognized by people inside and outside the university in an organized manner that will give due credit to the actors and agents involved.

This Handbook on Institutional Public Service Reporting is different from the Handbook on Public Service Reporting, which is designed for all UP employees to have access to. This new handbook, on the other hand, is meant to offices on how to properly identify, encode, and report their respective initiatives, and it be given to only one responsible employee per office to avoid double or multiple reporting. It also aims to help raise awareness about the importance of public service by presenting concrete examples that others can adopt or emulate.

May this handbook continue to inspire us in serving our people with Honor and Excellence and in becoming the best public servants we can be, whether through our individual or institutional capacity.

Padayon!

DR. JOSE Y. DALISAY, JR.
Vice President for Public Affairs

BACKGROUND OF THE HANDBOOK

Background for Handbook for Institutional Projects

This handbook is a project of the UP Padayon Public Service Office, the System Committee on Public Service Monitoring and Reporting, and the Human Resources Information System (HRIS) team of the UP Information Technology Development Center (UP ITDC) that aims to provide a step-by-step guide in reporting institutional public service projects of the UP units.
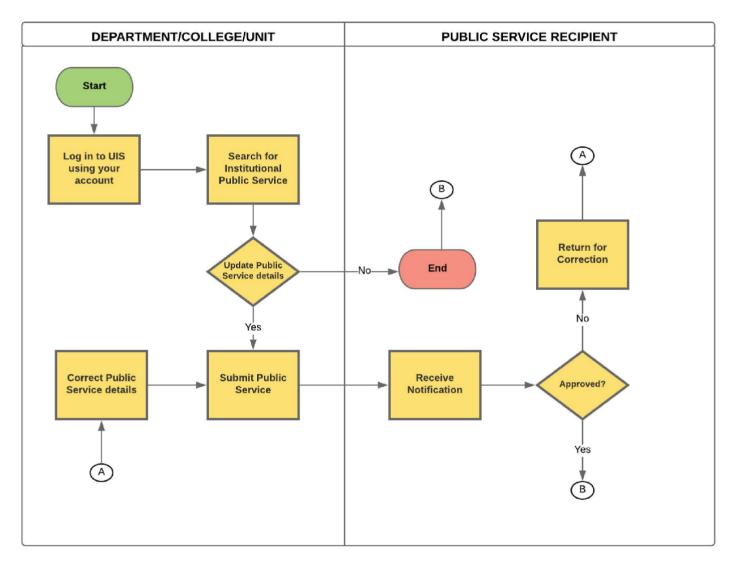
In 2017, the System Committee, Padayon, and the HRIS team of ITDC conducted consultations with the different UP Constituent Universities (CUs) regarding categories and fields that are necessary in reporting UP's public service initiatives. From the initial template that was developed by the System Committee, the categories and fields have been refined and expanded based on the context of each CU, with the goal of making a standardized system of reporting and generating public service data. The team likewise discovered the need to come up with a different module in reporting institutional public service projects. The fields in this module are similar with the module on individual public service projects, with the addition of fields that will inform the public on how to avail the service.

Information on on-going projects will be posted in the public service website (https://publicservice.up.edu.ph/) under the UP Catalogue for Institutional Public Service. The UP Catalogue of Institutional Public Service will serve as the directory of all the extension services offered by UP units across the System, so that they may be accessible to the general public. The listing is expected to share and to disseminate relevant information so that stakeholders and the community may avail the services themselves or share the information within their networks.

HOW TO REPORT PUBLIC SERVICE THROUGH THE HRIS MODULE

Submission of Public Service Report. An office wishing to submit a public service report must fill out the necessary information about the project in the Institutional Public Service folder. Any public service report may be approved or rejected by the CU public service office of the CU where the office belongs.
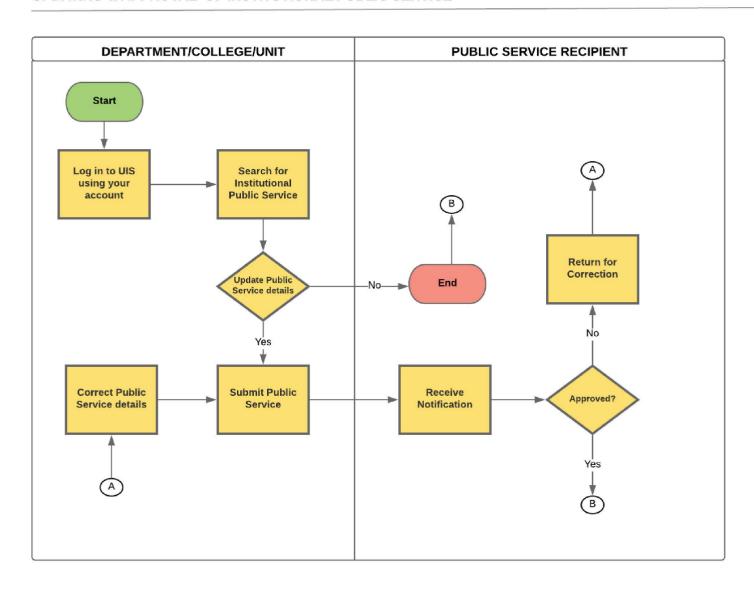
SUBMISSION & APPROVAL OF INSTITUTIONAL PUBLIC SERVICE

Approval by CU Public Service Recipient. The CU public service recipient or CU public service office is the office mandated to gather all information regarding the public service projects of all offices under the CU. 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 and on-going reports will be uploaded in the public service website.

Updating of Submitted Public Service Report. The office which 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 Institutional Public Service folder. Any public service report that has been submitted to the CU public service office and has been returned to the office must be updated as well. The updated report will be submitted to the CU public service office for approval or rejection. Approved reports will be reflected in the consolidated database of public service initiatives across the UP System.

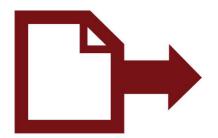## UPDATING & APPROVAL OF INSTITUTIONAL PUBLIC SERVICE

Institutional Public Service Projects

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).

Institutional public service projects are initiatives organized and sanctioned by the college/department/institute and are being organized regularly (annual, monthly or on demand) and readily available.

SUBMISSION OF PUBLIC SERVICE

SUBMIT PUBLIC SERVICE

1. On the HRIS Main Menu, click the **UP Institutional Public Service** responsibility.

A dropdown list will appear.

2. From the UP Institutional Public Service responsibility dropdown list, select **Submit Public Service**.

You will be directed to the Public Service Institutional Summary Page.

 3. Click the **Add** button.

4. On the Request Page, fill out the following fields: Constituent University*, Office in Charge*, Project Name*, Project Leader*, Team Members (UP)*, Team Members (Non-UP), Start Date of Implementation*, End Date of Implementation, Status, Duration*, Frequency of Implementation, Objective Category*, Type of Activity*, Activities, Mode of Delivery, Subject Area of Interest*, Funding Agency, Cost of Participation*, Unit of Beneficiary*, Partner Organization/Institution, Type of Beneficiary*, Total Number of Beneficiaries*, Male and Female Beneficiaries, Country, Post-Activity Evaluation Rating, and Remarks.

Note: Fields marked with asterisk (*) are required fields. Fields with magnifying glass have list of values where you can select from.
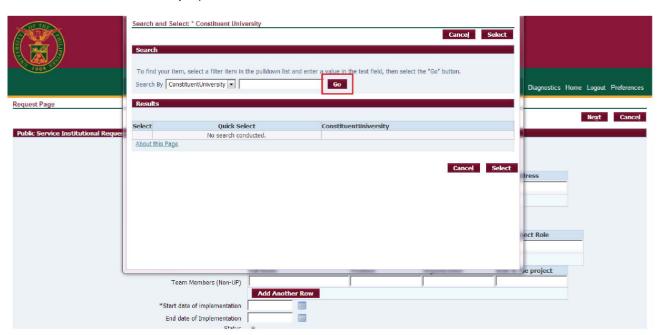
Constituent University*
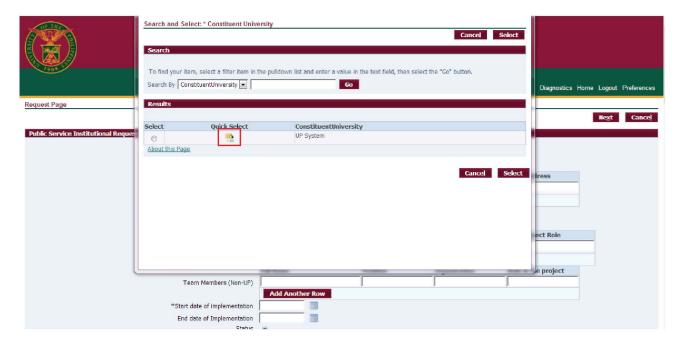Click the Search (magnifying glass) button.

The Search and Select: Constituent University pop-up window will open.

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

Quick Select the CU (e.g. UP System). The CU that will appear is the CU which you are under. If two CUs appear, select the CU where your office belongs. It is possible for two CUs to appear in the choices for employees who have tasks for two CUs. (e.g. If employee is both a professor in UP Diliman and have an administrative position in the UP System).
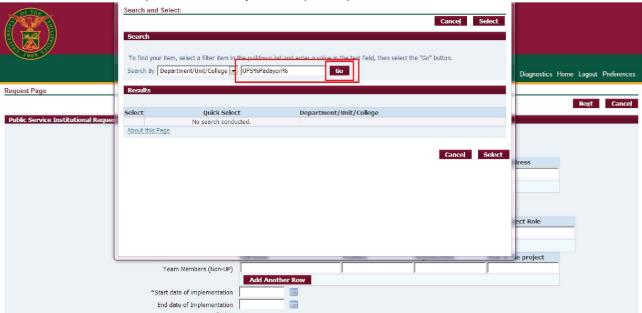

Office in Charge*

If there are multiple offices in charge of a project, the offices must determine which among them will report the information of the project in UIS. Only one (1) office should report the project. All offices involved will have the same information reflected in their records.
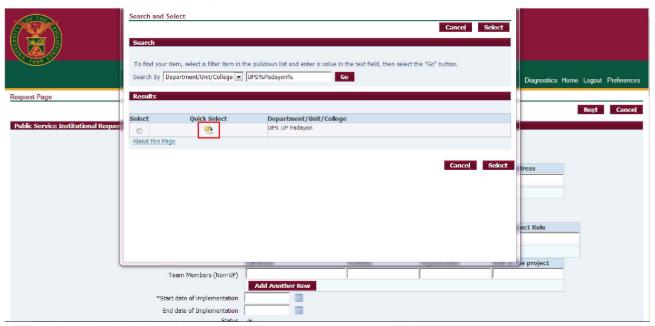
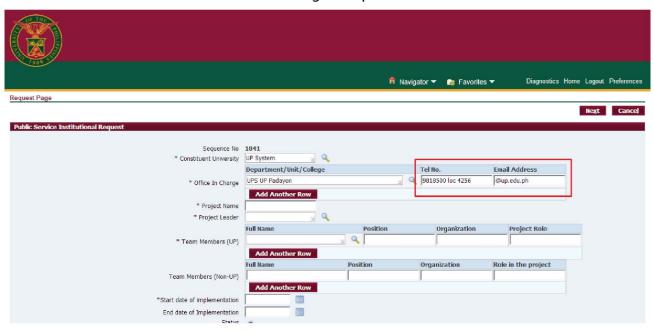To identify the Office in Charge, click the **Search** button.

On the pop-up window, click the **Go** button to display the list of values. You may leave the text field blank or enter keywords, accompanied by the symbol, %.
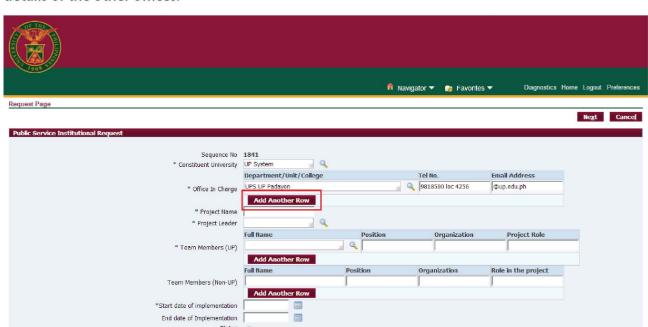

Quick Select the Office in Charge.

Enter the **Contact Details** of the Office in Charge: Telephone Number and Email Address.

If there are multiple Offices in Charge, just click the **Add Another Row** button to enter the details of the other offices.
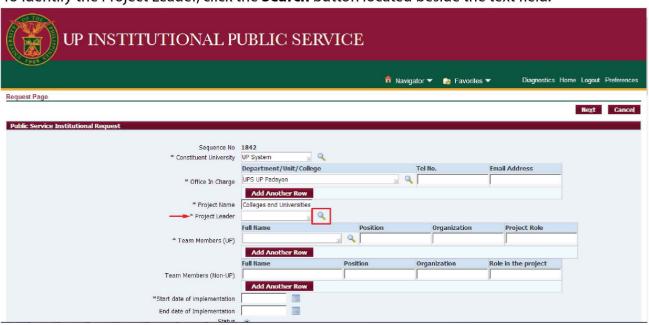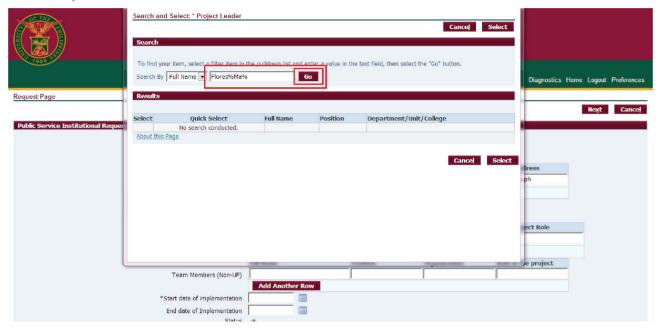
Project Name*

Enter the full name of the project. This should be the official title of the project.
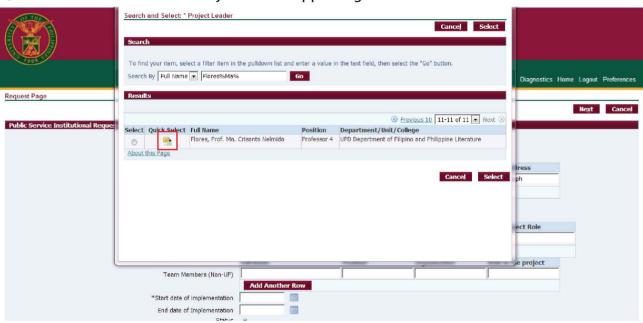

To identify the Project Leader, click the **Search** button located beside the text field.

On the pop-up-window, enter the name of the Project Leader, accompanied by the % symbol after every name, then click the **Go** button.

Quick Select the name of the Project Leader appearing on the search results.
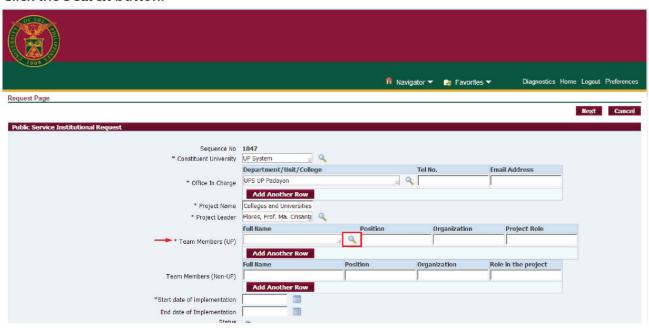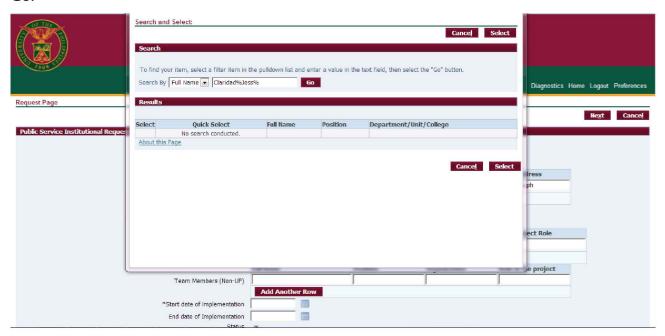
Team Members*

There will be two kinds of team members of the project: UP employees and persons not affiliated with UP.

UP employees should be indicated in Team Members (UP), while persons not affiliated with UP should be indicated in Team Members (non-UP).
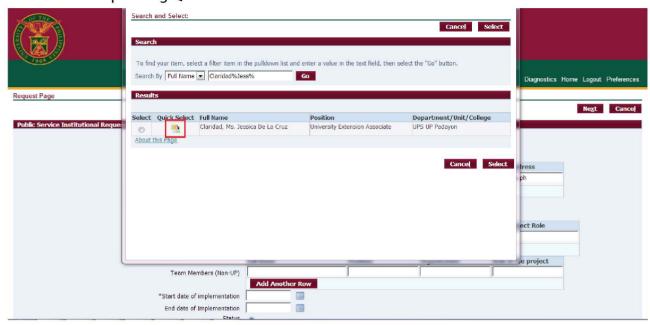
Click the **Search** button.

Enter the name of the team member on the pop-up window, along with the % symbol, then click **Go**.
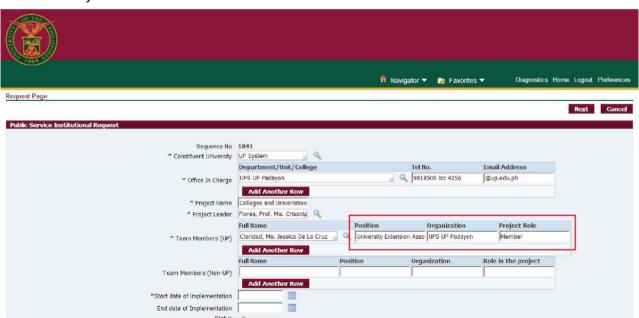
Click the corresponding **Quick Select** button.
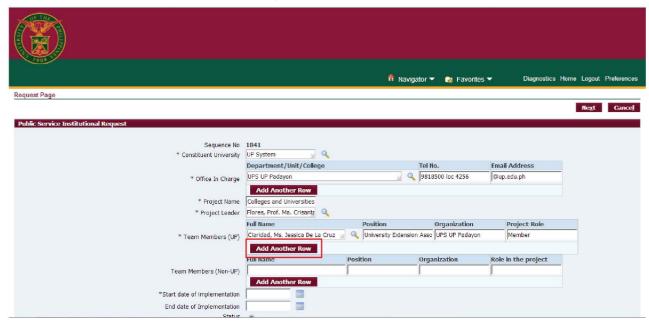
The Position and Organization fields are automatically populated once the team member has been identified. This will help you verify if the team member selected is the one from your team. It is possible to have the same name that comes from a different CU.

Enter the Project Role of the team member.
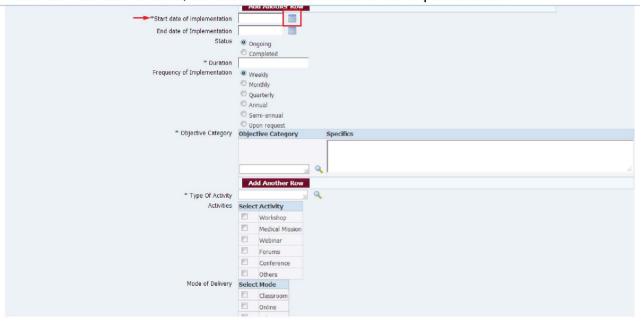
To add the names of the other members, click the **Add Another Row** button.

For team members that are not affiliated with UP, kindly provide the position and name of organization which they belong. Indicate their role in the project as well.

Start Date of Implementation*
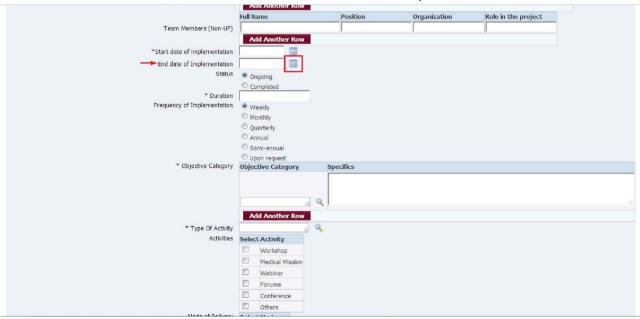
Click the **Calendar** button, then select the Start Date of the Implementation

End Date of Implementation
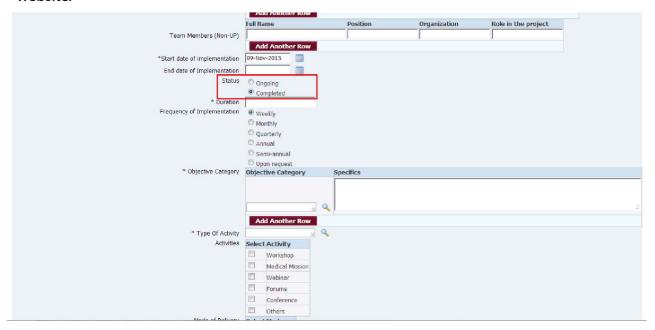
Click the **Calendar** button, then select the End Date of the Implementation
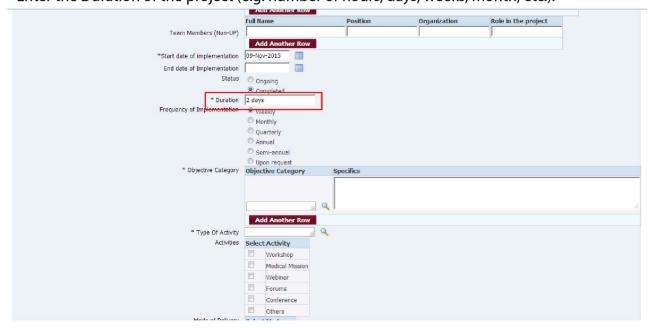
Status

Select the Status of the Project: Ongoing or Completed. If the status is on-going, the project will be part of the public service catalogue in the UP public service website. Only the on-going projects will be available to the public. If the status is completed, it will be removed from the website.

Duration*
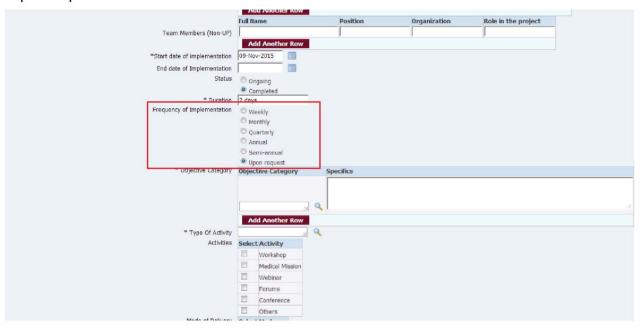
Enter the Duration of the project (e.g. number of hours, days, weeks, month, etc.).

Frequency of Implementation
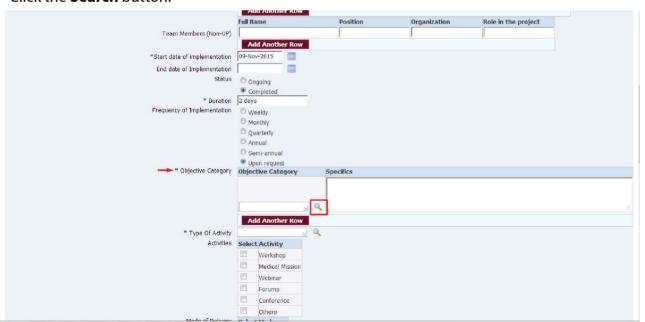
This pertains to how often the project is being administered by the office.

Identify the Frequency of Implementation: Weekly, Monthly, Quarterly, Annual, Semi-annual, or Upon request.
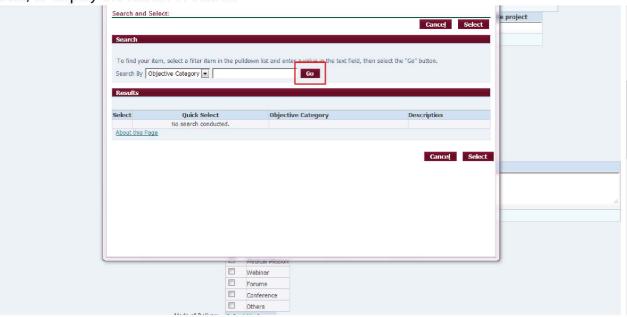
Objective Category*

Click the **Search** button.
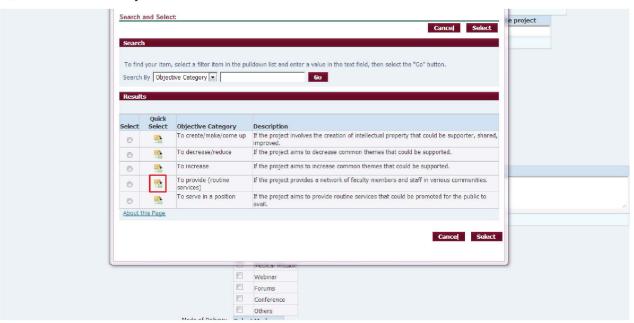
On the pop-up window that will appear, click the **Go** button without typing anything on the text field, to display the full list of values.

Quick Select the Objective.
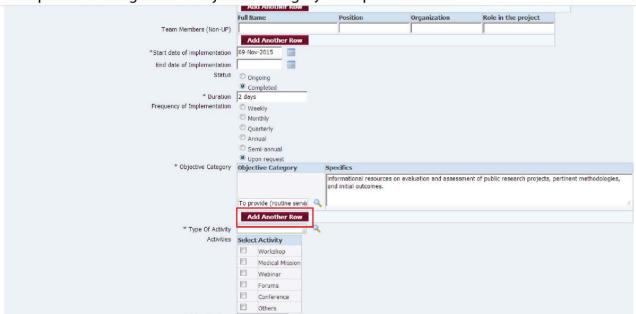
| Objectives	Description
To create/make/come-up	If the project involves the creation of intellectual property that could be supporter, shared, improved.
To increase	If the project aims to increase common themes that could be supported
To decrease/reduce	If the project aims to decrease common themes that 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

Enter the details on the Objective. The specific details should be a continuation of the objective category. The objective category and the specific details should form one complete sentence.
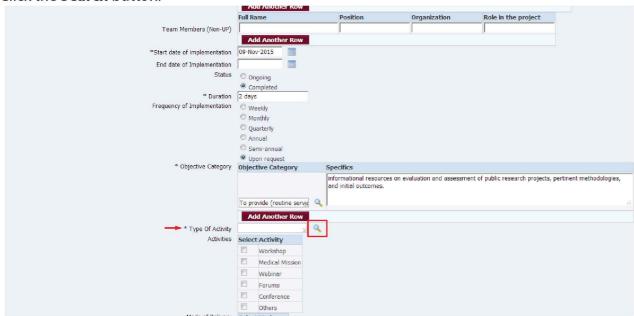
To add other objectives, click the **Add Another Row** button, then follow the steps previously completed in filling out the Objective Category and Specifics fields.
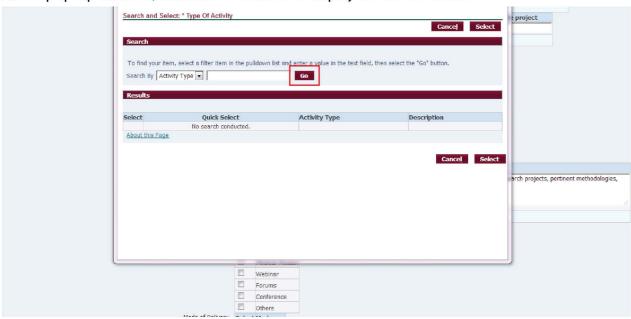
Type of Activity*
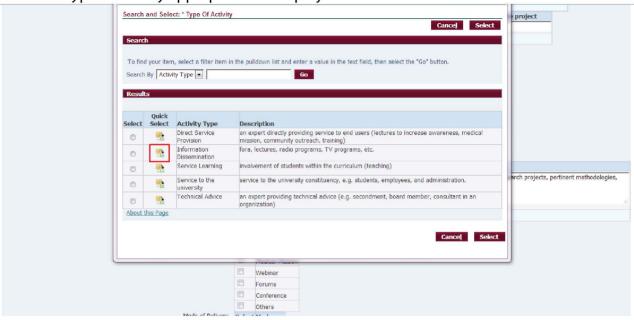
Click the **Search** button.

On the pop-up window, click the **Go** button to display the list of values.
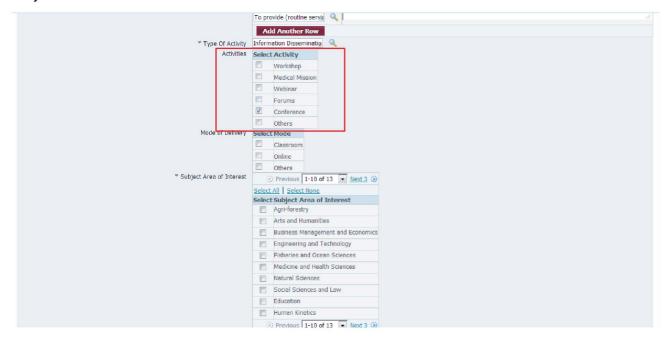
Select the type of activity appropriate to the project.

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)
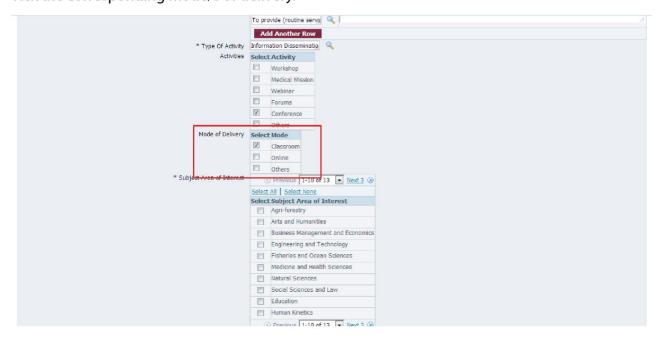
Activities

Tick the specific activity/ies that will happen/ that happened in the project. Multiple activities may be selected.

Mode of Delivery

Tick the corresponding mode/s of delivery.
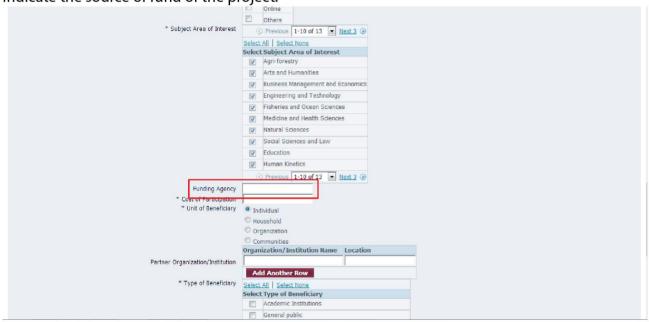
Subject Area of Interest*

The subject area of interest serves as broad groupings and is not representative of the specialization of the faculty and staff involved. It is the field to which the project is related. Tick the subject area/s of interest of the project.
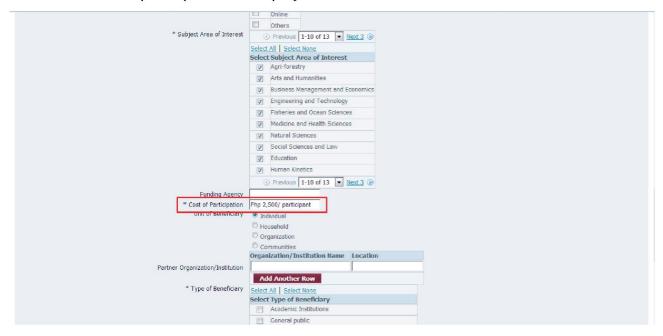
Funding Agency

Indicate the source of fund of the project.
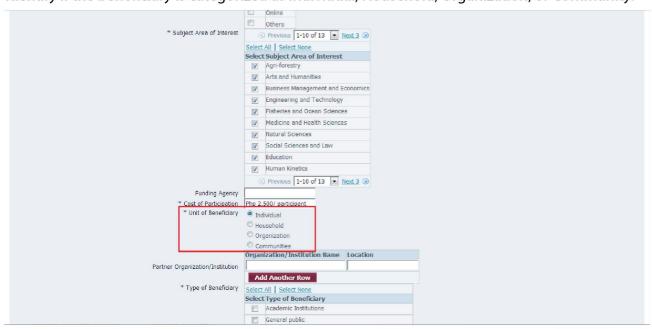
Cost of Participation*

Indicate the cost of participation in the project.

Unit of Beneficiary*
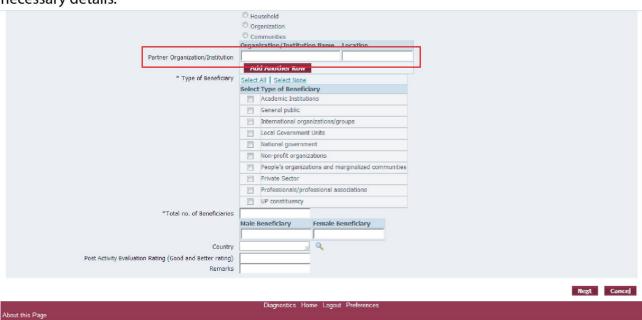
Identify if the beneficiary is categorized as Individual, Household, Organization, or Community.

▶ 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, **Households** 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.

Partner Organization/Institution

Identify the partners for the project, if there are any, and indicate the address of the organization. If there are many partner organizations in the projects, click **Add Another Row** and fill the necessary details.

Type of Beneficiary*

Tick the type/s of beneficiary.

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	
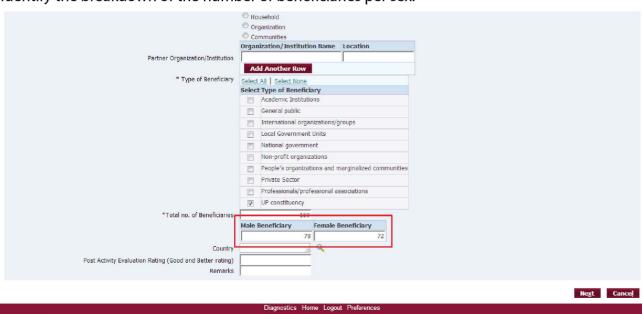
Total Number of Beneficiaries*

Indicate the total number of beneficiaries throughout the duration of the project

Male/ Female Beneficiary

Identify the breakdown of the number of beneficiaries per sex.

Country

Click the **Search** button.

Enter a keyword on the text field or leave it blank, then click the **Go** button.
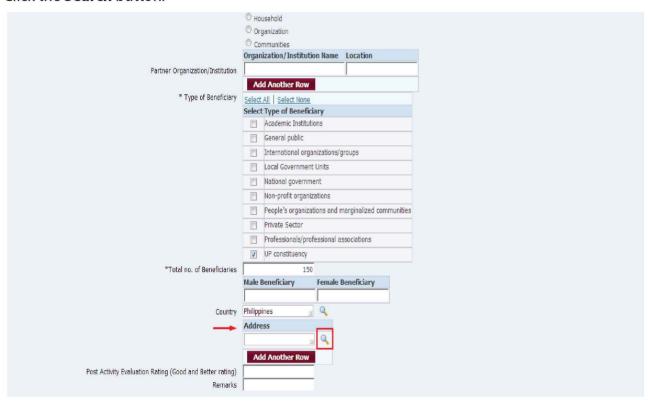
Quick Select the country from the list of values.
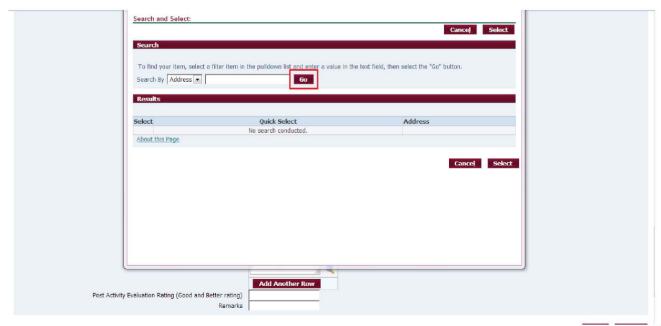
Address

Another field, Address, will appear once the field Country is filled out. Use this field to identify the cities/ municipalities covered by the project. Only the cities/municipalities in the Philippines will appear once Philippines is selected.
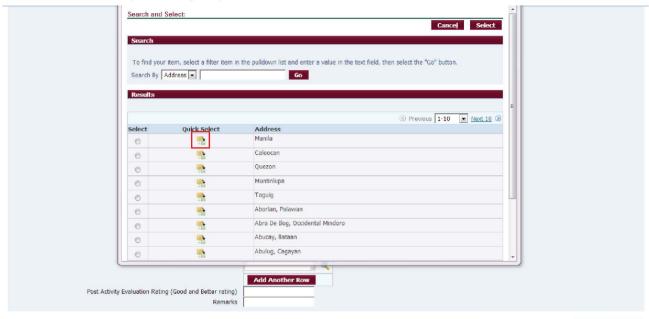
Click the **Search** button.
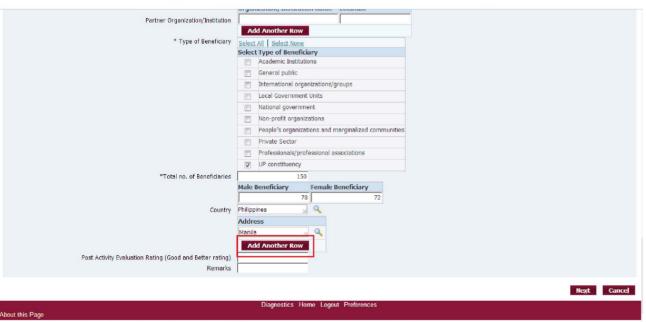
On the Search and Select pop-up window, enter a keyword accompanied by the % sign or just leave the text field blank, then click the **Go** button.

Quick Select the city/municipality.

To add other cities/ municipalities, click the **Add Another Row** button.

Post-Activity Evaluation Rating
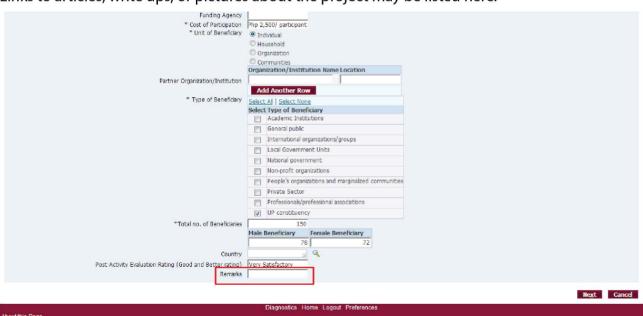
Identify the Post-Activity Evaluation Rating of the project.
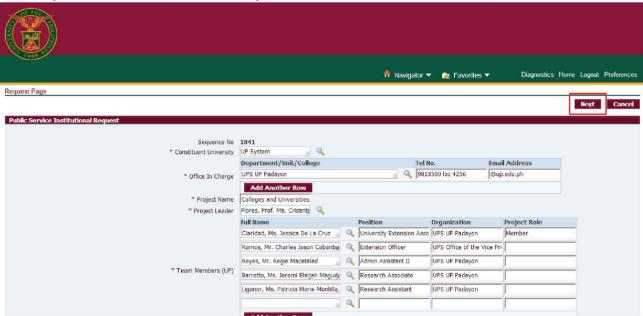
Note: No current standard of evaluation of public service projects is available. Evaluation will depend on the initiator or requestor, beneficiaries, or funders.

Remarks

Links to articles, write ups, or pictures about the project may be listed here.
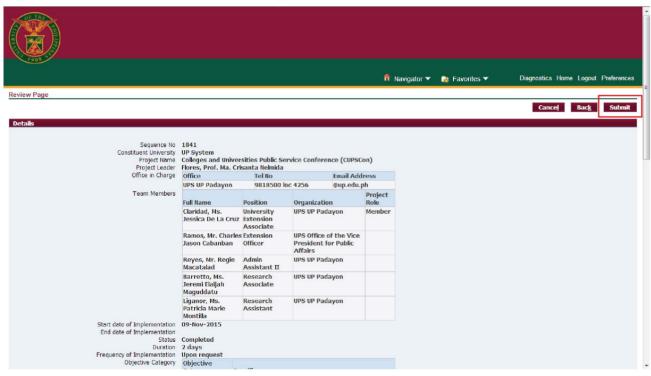
5. Once you have entered the necessary details, click the Next button.

You will be directed to the Review Page.

6. Check the details you have entered for correctness and completeness, and attach the supporting documents. If there are no more changes, click the **Submit** button.
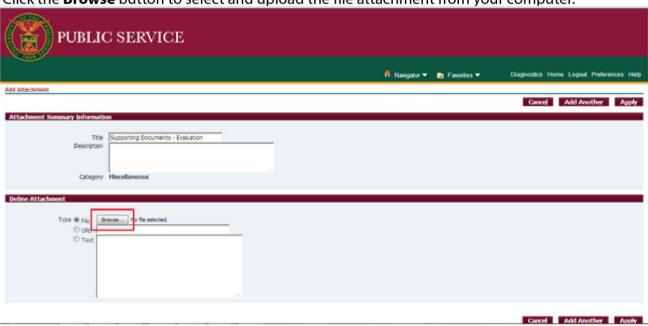
Attachments

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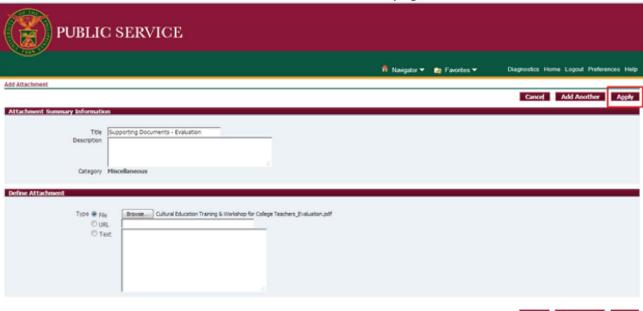
Click the **Browse** button to select and upload the file attachment from your computer.

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

You will be redirected to the Submit Public Service: Review page.

▶ 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:

1. 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.

2. 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.
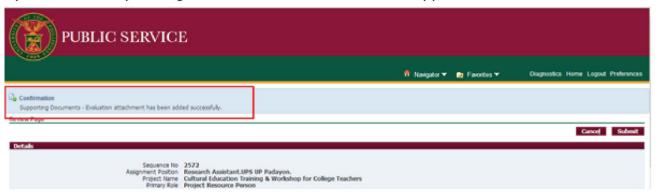
References
The U.S. National Archives and Records Administration (2004). Technical
guidelines for digitizing archival materials for electronic access: creation of production master files - raster images. Retrieved July 1, 2016, from http://www.archives.gov/preservation/technical/guidelines.html

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

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Upon successful uploading of documents, a confirmation will appear.

A confirmation message will appear.
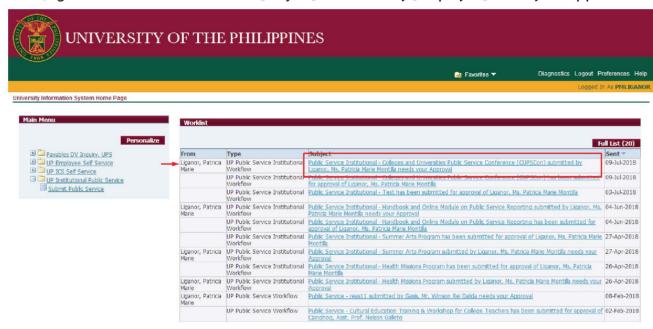
	QUICK GUIDE
	SUBMISSION OF PUBLIC SERVICE - INSTITUTIONAL
1	*uis.up.edu.ph* Enter UIS credentials (username and password) > Login button
2	*UIS Home Page* UP Institutional Public Service responsibility > Submit Public Service
3	*Public Service Institutional Summary Page* Add button
4	*Request Page* Enter details: Constituent University*, Office in Charge*, Project Name*, Project Leader*, Team Members (UP)*, Team Members (Non-UP), Start Date of Implementation*, End Date of Implementation, Status, Duration*, Frequency of Implementation, Objective Category*, Type of Activity*, Activities, Subject Area of Interest*, Funding Agency, Cost of Participation*, Unit of Beneficiary*, Partner Organization/Institution, Type of Beneficiary*, Total Number of Beneficiaries*, Country, Post-Activity Evaluation Rating, and Remarks > Next button
5	*Review Page* Review details entered > Add attachments (optional) > Submit button

APPROVAL OF PUBLIC SERVICE

APPROVE PUBLIC SERVICE

1. On your UIS Worklist, click the notification requiring your approval on a Public Service submission (e.g. Public Service Institutional - [Project] submitted by [Employee] needs your approval.

2. Review the details of the submission, then click the **Approve** button.

You will be redirected to the UIS Home Page.

OTHER 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 - INSTITUTIONAL	
1	*UIS Home Page* Worklist > Link with Subject "Public Service for <Name of Employee> requires Approval"
2	*Public Service submitted by 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

UPDATE PUBLIC SERVICE

1. On the HRIS Main Menu, click the **UP Institutional Public Service** responsibility.

A dropdown list will appear.

2. From the UP Institutional Public Service responsibility dropdown list, select **Submit Public Service.**

You will be directed to the Public Service Institutional Summary Page.

3. On the Public Service Summary Page, select the entry to be updated, then click its corresponding **Update** button (Pencil icon).
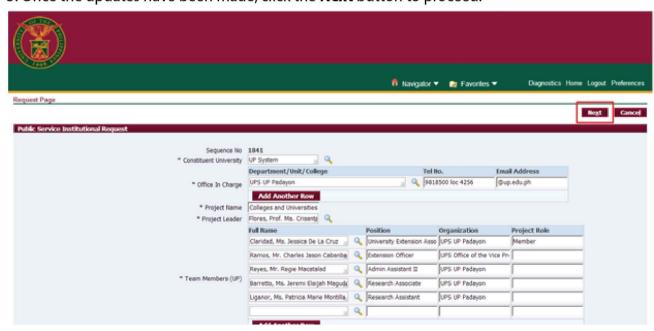
You will be directed to the Request page.

4. Update/ edit the details of the Institutional Public Service submission on the Request page.
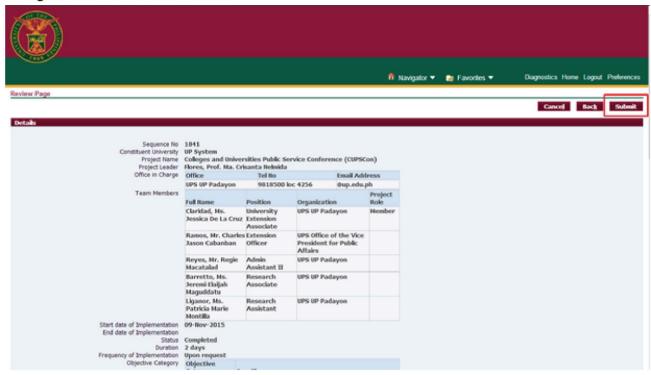
5. Once the updates have been made, click the **Next** button to proceed.

You will be directed to the Review page.

6. Check the updates you have entered for correctness and completeness. If there are no more changes, click the **Submit** button.

A confirmation message will appear.

|	QUICK GUIDE	
	UPDATING OF PUBLIC SERVICE – INSTITUTIONAL	
1	*uis.up.edu.ph* Enter UIS credentials (username and password) > Login button	
2	*UIS Home Page* UP Institutional Public Service responsibility > Submit Public Service	
3	*Public Service Institutional Summary Page* Select Project > Update button (Pencil icon)	
4	*Request Page* Update details > Next button	
5	*Review Page* Review details entered > Update attachments (optional) > Submit button	

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.t

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 Banos
UPM	University of the Philippines Manila
UPMin	University of the Philippines Mindanao
UPOU	University of the Philippines Open University
UP V	University of the Philippines Visayas
URL	Universal Resource Locator

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