

## GROUP 4

### The Effectiveness of Ladderized Training Program in PhilHealth Regional Offices

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#### SUMMARY *(Why is this important?)*

Part of PhilHealth's priorities with the passage of UHC Law is the preparation of its employees to meet the demands of the Philippine healthcare system. This is also reflected by PhilHealth's 2018 pledge to have at least 70% of its employees with "intermediate" competency. By implementing its Learning and Development Management System (LDMS), the Corporation specifically aimed at promoting shared responsibility with its employees in contributing to their development.

There is, however, an increasing need to evaluate PhilHealth's training interventions to ensure that LDMS is effective in increasing performance level and productivity of its workforce. Hence, PhilHealth Regional Offices I, IVB, V, VII investigated the effectiveness of the ladderized training program in its satellite offices.



#### THE PROBLEM *(What should be addressed?)*

The study revealed that the Ladderized Training Program (LTP) has no significant effect on the level of competencies of PhilHealth employees. Evidence suggests that employees who have not undergone LTP achieved the same proficiency level as those who have been subjected to the program.



#### POLICY RECOMMENDATIONS *(What are the solutions?)*

Despite the result, revision of the LTP is still recommended to improve the program's effectiveness as reflected by the performance of its participants. Specifically, the study suggests the following changes:

- Consider a fixed-time interval in the conduct of each module of LTP;
- Set a standard evaluation timeline for trainees to assess the impact of the program;
- Obtain the level of core competency (baseline score) of new employees prior to any training;
- Adopt the AKaPP survey according to the level of understanding of non-degree holders and improve administration of the tool to individuals who have completed the LTP.