1.0 REFERENCES

a. CSC Resolution Nos. 1400376 and 1400377 enhancing the CSC Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM) dated March 5, 2014;

b. The BJMP Merit Selection Plan approved by the Civil Service Commission on July 3, 2019;

c. BJMP-DPRM Memorandum Circular on the Conduct of Interview in the BJMP, Utilizing a Structured Interview for SOHRMPSB/NHRMPSB/RHRMPSB Panel Interviews approved on September 20, 2018;

d. Civil Service Commission Resolution No. 1901327 promulgated on October 29, 2019 conferring the PRIME-HRM Bronze Award to BJMP-National Headquarters; and

e. CSC Resolution No. 2000659 re: Interim Guidelines on Appointments and Other Human Resource Actions for the Period of State of Calamity Due to COVID-19 Pandemic.

2.0 RATIONALE

The 2019 Novel Coronavirus (COVID-19) has caused a pandemic that very few predicted. It has resulted in the loss of lives which has changed the disposition of every employer in the country. However, the impact on each employer is different since work setting is unique in every workplace, especially in the area of human resources.

From a hiring standpoint, this unprecedented challenge means that agencies have to modify the way they conduct the traditional job interviews and utilize technology as a practical solution. While video interviews surely are not a new concept, some agencies are not yet familiar with video conferencing technology and conducting video interviews remotely. Technical difficulties can be all-too-common, not to mention behavioral cues can be harder for interviewers in virtual interviews.

Today, many agencies have shifted to virtual interviews for recruiting talented staff in their organization. Several benefits provided by virtual interviews have also made them

PREPARED BY: Ms. Marie Louise E. Engracial
Human Resource Management Officer

REBECCA B PAMID
Jail Chief Superintendent
Director for Personnel and Records Management

REVIEWED BY: DENNIS U ROCAMORA, CESE
Jail Chief Superintendent
Deputy Chief for Operations of the Jail Bureau/QMR

APPROVED BY: ALLAN S IRAL, CESE
Jail Director
Chief, BJMP

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increasingly popular these days. First, virtual interview gives easy access to the best talent. Usually talented people are always in demand or remain busy. So, agencies have to be flexible for interviewing them if they want to attract them to join the agency. The option of virtual interview provides a rival free platform to candidates where they can easily express their abilities. Another benefit of virtual interview is the time and cost-saving which allows cutting the cost of traveling expenses incurred by the candidates even before they get hired or promoted as well as the interviewer. It also saves the time spent in traveling to the place of interview.

Indeed, current events give us an opportunity to build our best practices and stress-test remote capabilities and the way we connect with candidates. The virtual recruiting solutions are critical for the future of work, especially in BJMP. The virtual interview technology is very useful not only for the agency’s management but for the candidates located at remote areas especially in times when physical presence is not feasible.

The Jail Bureau must respond differently and must customize its HR processes to its specific circumstances. Given the nature of the crisis and challenges in the years to come, it is imperative for the BJMP to level up its recruitment process. While a perfect option is not always available, the agency has a preference to maximize its resources to efficiently carry out its mandate without being caught flat-footed for any challenge.

3.0 OBJECTIVES

3.1 To provide a certain degree of flexibility in the conduct of interviews in assessing applicants of the Jail Bureau;

3.2 To keep abreast with technological advancements in the conduct of interviews in the Jail Bureau;

3.3 To ensure a huge and diverse pool of applicants to be assessed especially in times of emergencies; and

3.4 To help attain the different maturity level indicators of the PRIME-HRM as an agency built on meritocracy and excellence.

4.0 SCOPE

This policy shall cover the conduct of interview by the Human Resource Merit Promotion and Selection Boards to the candidates for promotion and Jail Officer I applicants when physical presence during interviews is not practical especially in times of national emergencies and other fortuitous events.

5.0 OPERATIONAL DEFINITION OF TERMS

DICTM - refers to the Directorate for Information and Communications Technology Management.

DPRM - refers to the Directorate for Personnel and Records Management.

Emergency - unforeseen or sudden occurrence, especially danger, demanding immediate action.

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HRMPSB - Human Resource Merit Promotion and Selection Board
RHRMPSB - refers to the Regional Human Resource Merit Promotion and Selection Board.
NHRMPSB - refers to the National Human Resource Merit Promotion and Selection Board.
One-Way Interview - is a type of interview which allows the candidates to record their responses or answers to a list of questions given in either text or video form by the agency through email or resume. Then, completed interviews or responses by the candidates are instantly returned to the agency for its assessment and evaluation.
Two-Way Interview - interview of the candidate is conducted online in real-time by using video conferencing software.
Virtual Interview – is a digital or video interview which allows people to conduct an interview in an automatic manner by conducting it online.

6.0 PROCEDURES

6.1 GENERAL GUIDELINES

6.1.1 The Jail Bureau may adopt a virtual interview for candidates for promotion and applicants for Jail Officer I when their physical presence is hindered by fortuitous events or force majeure.

6.1.2 A two-way virtual interview shall be adopted by the concerned HRMPSB for them to be able to observe the behavior and demeanor of the candidates.

6.1.3 As the recruitment and promotional processes of the Jail Bureau are governed by specific timelines, rescheduling of virtual interview shall not be allowed unless the failure is due to reasons not attributable to the applicants.

6.1.4 As far as practicable, all personnel of the Jail Bureau must be apprised with the platform being used for virtual interviews through the Personnel Information and Education (PI and E) activity in the National Headquarters, Regional Offices and Jails. This is another way of encouraging them to be more adaptive to change as the agency infuses technology in its work setting and culture.

6.1.5 Candidates shall observe decorum at all times during the virtual interview.

6.1.6 Should the two-way interview is held not feasible, the concerned Board may utilize a one-way interview for applicants.

6.1.7 In coordination with the DICTM/ICTMD, neuro psychiatric interviews may be conducted virtually by the Directorate for Health Service which shall ensure the confidentiality of the medical information and evaluation.

6.1.8 Information, data encryptions, among others, must be in place to ensure protection of data used and processed during the virtual interview pursuant to Republic Act No. 10173 or the Data Privacy Act of 2012.

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6.2 Before Virtual Interview

6.2.1 The DPRM/PRMD shall coordinate with the DICTM/ICTMD on the step-by-step procedure in the use of the videoconference platform two (2) weeks prior to the scheduled interview.

6.2.2 The DPRM/PRMD or its designated representative in coordination with the DICTM/ICTMD shall conduct dry run or testing a day before the scheduled interview. Possible risk of disruption shall be discussed together with actions or resolutions to be undertaken to avoid or minimize the identified risk. In this manner, the DICTM/ICTMD can troubleshoot and resolve any potential difficulties before the conversation takes place between the Board and the candidate.

6.2.3 The DICTM/ICTMD can test the interview software from the interviewee's perspective to make sure that the concerned Board has all the relevant information they need during the interview without unnecessary delays.

6.3 During the Virtual Interview

6.3.1 The attendance of the interviewees shall be recorded based on the schedule set by the DPRM/PRMD.

6.3.2 Both interviewers and interviewees shall set up a professional, well-lit space for the virtual interview.

6.3.3 The concerned Board shall use structured interviews in accordance with BJMP-DPRM Memorandum Circular on the Conduct of Interview in the BJMP, Utilizing a Structured Interview for SOHRMPSB/NHRMPSB/RHRMPSB Panel Interviews approved on September 20, 2018.

6.3.4 Eye contact is necessary in virtual interviews. When making eye contact during a video interview, the interviewers should look directly into the webcam, not at the candidate on their screen.

6.3.5 The interview may be recorded by the Secretariat in order to give the members of the Board the opportunity to review the answers of interviewees. For purposes of recording, it must be made clear to the interviewee that the interview will be recorded, stored in identified location and retained for a period and its specific use.

6.4 After the Virtual Interview

6.4.1 The recorded interview material shall be held confidential and shall form part of the records of the DPRM/PRMD.

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6.4.2 The members of the Board may request the DPRM/PRMD to provide them the recorded interview should they need to review the answers of the candidates.

6.4.3 The recorded interview shall be disposed in accordance with the Records Disposition Schedule of the DPRM.

6.5 Two-Way Interview

In this type of virtual interview, an interview of the candidate is conducted online in real-time by using videoconferencing software.

6.5.1 The DPRM shall secure the e-mail addresses of the candidates as soon as the list of candidates is finalized.

6.5.2 The DPRM/PRMD shall send text message and email notification using the BJMP official e-mail address of the invitation, procedures and privacy notice of the scheduled interview, meeting or conference.

6.5.3 Candidates shall open the link provided for their two-way interview on the scheduled date of interview.

6.5.4 The DPRM/PRMD shall use the approved videoconference platform of the Jail Bureau in the conduct of SOHRMPSB, NHRMPSB and RHRMPSB and other human resource-related interviews.

6.5.5 In case of problems due to internet connectivity which hinders either both of the parties to effectively communicate, the Board may decide to use one-way interview.

6.6 One-Way Interview

In times of emergencies, the Board concerned may adopt a virtual one-way interview instead of a two-way interview and shall adhere to the following steps:

6.6.1 The Board, through the DPRM/PRMD, shall create questions in text format, record their interview questions, or prepare sample scenarios/challenges for the one-way interview. The DPRM/PRMD shall email the list of questions to be answered by the candidates.

6.6.2 The DPRM/PRMD shall inform the candidates of the platform to be used for the one-way interview through their respective emails. The candidates shall record their responses on the chosen platform.

6.6.3 The candidate shall read and answer each question using a webcam, mobile phone camera or other device that gather audio and video.

6.6.4 The DPRM/PRMD shall consolidate all recorded videos of the candidates for the members of the Board. The DPRM/PRMD can also provide a link to all members of the Board for them to have an access to the recorded videos of the candidates.

6.6.5 The Board shall objectively review and grade the candidates based on their answers/responses.

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7.0 MONITORING CLAUSE

The Secretariat of the NHRMPSB/RHRMPSB shall keep the Minutes of the Meeting and digital files of the interview. The procedures reflected herein shall be reviewed every year or earlier should a review be warranted.

8.0 FINANCIAL CLAUSE

Funding to implement this policy shall be sourced out by the agency from its approved budget subject to all existing audit rules and regulations.

9.0 SEPARABILITY CLAUSE

In the event that any provision or part of this policy is declared illegal or rendered invalid by competent authority, those provisions not affected by such declaration shall remain valid and effective.

10.0 REPEALING CLAUSE

All issuances inconsistent with this policy are hereby rescinded or modified accordingly.

11.0 EFFECTIVITY

This Memorandum Circular shall take effect immediately after adoption by the Chief of the Jail Bureau.

12.0 ANNEXES

See annexes for the business process flow of one-way and two-way interviews.
Before

Members
Selection Board (NHMFP5)

Technology Management
National Human Resource

Directorate for Personnel
Records Management

Department for Personnel
Directorate

Candidates
Finalizes list of

Interviews
Schedules a meeting

Applies

Process Flow for One-Way Interview
Process Flow for One-Way Interview:

1. Conducts dry-run before the day of testing a day or two.
2. Sends interview schedule.
3. Schedule interview before the day of testing.
4. Interview conducted.
5. Problems encountered.
6. Meeting or conference scheduled.
7. Email/Text messages via email addresses and sends secure email.

Conducts two-way interview.
A. Process Flow for One-Way Interview

1. DPRM
   - Schedule of the interview
   - Records disposition
   - Records to be disposed in accordance with the materials with which the recorded interview includes information.

2. TWC
   - Members of the TWC provide link to all candidates and recorded videos of the candidates.

3. Applicant
   - Consolidates all the recorded videos.
   - Sends the recorded video to the TWC.

4. DPRM
   - Optionally, candidate's answers.
   - Reviews and rates.

After
B. Process Flow for Two-Way Interview

<table>
<thead>
<tr>
<th>MEMBERS</th>
<th>TECHNOLOGY MANAGEMENT</th>
<th>OPERATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Selection Board (NHRMPS)</td>
<td>National Human Resource</td>
<td>Directorate for Personnel</td>
</tr>
<tr>
<td>Mater Placement and Development</td>
<td>Communication and Information</td>
<td>Directorate for Personal</td>
</tr>
</tbody>
</table>

2. Provides step-by-step conference interview and/or schedule a meeting.

- Finalizes list of official candidates
DURING

b. Process Flow for Two-Way Interview

Utilization of structured interviews in accordance with the BIM-PDRM

Interviews with the BIM-PDRM

Interview on the conduct of Memorandum Circular

Troubleshooting and resolves potential difficulties encountered during the interview

Utilization of structured interviews

Records

Interview on the schedule

Interviews based on the attendance of the respondents
b. Process Flow for Two-Way Interview

DPRM
Schedule of the
Records Disposition
Records, in accordance with the
be disposed in
materials and shall
recorded interview
archiving of the
storage and

Interview
may opt to use one-way

YES

NO

Encountered

problems

YES

NO