

**National Housing Authority  
2016 Performance Scorecard  
Accomplishment as of 31 December 2016**

Pers- pective	Objective	Measure			Rating Scale	Target	Accomplishment	Rating		
		Description	Formula	Weights						
STAKEHOLDERS / SOCIAL IMPACT	SO 1: Scale-Up Provision of Safe and Affordable Housing Responsive to the Needs of Informal Settler Families (ISFs) and Low-Income Formal Sector	SM 1	Number of housing units started	Total number of housing units started through NOA	15%	Actual/Target x Weight	131,676	65,998	7.52%	
		SM 2	Percent of projects with NTP completed within the project duration	Actual units completed in 2016 / Total number of Carry-Over Works with NTP issued up to December 2015 + Unprogrammed units completed within the year	15%	Actual/Target x Weight	92%	53%	8.57%	
		SM 3	Percent of housing units disposed		12%					4.08%
			a) Percent of old inventory disposed	Old units awarded / Old Inventory (as of 1st Sem of Prior Year)	3%	Actual/Target x Weight	45% (18,452/40,741)	41% (16,559/40,741)	2.71%	
			b) Percent of new inventory disposed	New units awarded / New Inventory (2nd Sem of Prior Year to 1st Sem of Current Year)	9%	Actual/Target x Weight	85% (107,941/126,989)	13% (16,474/126,989)	1.37%	
	SO 2: Strengthened Strategic Partnerships with Stakeholders	SM 4	Number of beneficiary-families below poverty threshold provided access to livelihood trainings & other income-generating interventions	Beneficiary-families in NHA-administered projects provided livelihood trainings and other livelihood and affordability enhancement interventions	4%	Actual/Target x Weight	31,473	33,465	4.00%	
	SO 3: Improved Stakeholder Satisfaction	SM 5	Customer Satisfaction		13%					
			a) From Customers/ Housing Beneficiaries							
			o from 10 Major Off-City sites	Survey results for Off-City Housing	4.33%	Actual/Target x Weight	Satisfactory Rating			
			o from 6 In-City sites within Metro Manila	Survey results for In-City Housing (LRBs)	4.33%	Actual/Target x Weight	Satisfactory Rating			
		b) From other Stakeholders		4.33%	Actual/Target x Weight	2% higher than the 2015 Satisfactory Rating (85%)				
		<b>Sub-Total</b>			<b>59%</b>			<b>24.17%</b>		

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FINANCIAL	SO 4: Efficient Budget Management	SM 6	Budget Utilization Rate	Amount obligated / Total Releases from July of previous year to June of current year	6%	Actual/Target x Weight	95% (P30.33B/P31.86B)	97% (P10.16B/P10.46B)	6.00%
	SO 5: Efficient Asset Management	SM 7	Collection Efficiency of Residential Lots	Total Actual Collection for Residential Lots / Total Amount Due	7%	Actual/Target x Weight	35% (P0.81B/P2.30B)	31% (P0.709B/P2.30B)	6.17%
	<b>Sub-Total</b>					<b>13%</b>			<b>12.17%</b>
INTERNAL PROCESSES	SO 6: Review of Selected Processes Involved in Planning and Implementation of Housing Program	SM 8	Housing standards on the use of new technology	Milestone achieved	6%	3% - Establishment of Manual	a. Hands-on Training Manual and Guidelines on the Use of New Technologies in Calamity-Stricken Areas	Hands-on Training Manual and Approved MC on Use of New Technologies for current and future NHA projects	3.00%
						3% - Conduct of Training	b. Conduct of Training for 150 technical personnel	Conducted hands-on training for 209 technical personnel.	3.00%
	SO 7: Established Quality Management System	SM 9	Quality Management System developed	ISO Certification issued	10%	All or nothing	ISO Certification for all major core processes		
<b>Sub-Total</b>					<b>16%</b>				<b>6.00%</b>

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LEARNING AND GROWTH	SO 8: Optimum Utilization of Information Technology	SM 10	Completion of NHA IT Roadmap a) Housing Loans, Assets Beneficiary Management System (HLABMS)	Completion based on milestones	8%	All or nothing	Completed	2%
			b) Geographical Information System (GIS)		2%			2%
			c) Enterprise and Communication Management System (ECMS)		3%			
	SO 9: Established Competency-Based Framework	SM 11	Board-approved Human Resource (HR) Competency-Based Framework	Final Table of Organization and Staffing	4%	All or nothing	Board-approved Competency Table	
<b>Sub-Total</b>					<b>12%</b>			<b>2.00%</b>
<b>TOTAL</b>					<b>100%</b>			<b>44.34%</b>

Note: Based on Original Target. Revised target submitted for renegotiation with GCG.