

National Housing Authority 2016 Performance Scorecard Accomplishment as of 30 September 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	46,337	5.28%	
		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%	32%	5.25%	
		SM 3	Percent of housing units disposed		12%					2.61%
			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)	23% (9,174/40,741)	1.50%	
			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)	11% (13,346/126,989)	1.11%	
		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	24,099	3.06%
	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>16.21%</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% (P10.17B/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)	24% (P0.544B/P2.30B)	4.73%
	<b>Sub-Total</b>					<b>13%</b>			<b>10.73%</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 186 technical personnel ao July 2016.	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	Completion based on milestones	8%	All or nothing	System implementation for NCR/NCL/SLB	
			a) Housing Loans, Assets Beneficiary Management System (HLABMS)		3%			
			b) Geographical Information System (GIS)		2%			
			c) Enterprise and Communication Management System (ECMS)		3%		System Implementation	
	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>0.00%</b>
			<b>TOTAL</b>		<b>100%</b>			<b>32.94%</b>