

**NATIONAL HOUSING AUTHORITY
2017 PERFORMANCE SCORECARD
Accomplishment as of 30 September 2017**

Measure		Revised Weights	Rating Scale	2017 Target	Accomplishment	% to Target	Rating
Description	Formula						
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 NTP	12.50%	Actual/Target x Weight	105,921 housing units	8,467	8%	1.00%
SM 2: Percent of projects with NTP completed within the project duration	Total number of fully completed units in 2017 / Total number of completions target less number of units re-scheduled/deferred as a result of granted time extensions	12.50%	Actual/Target x Weight	90% of total completions target of 112,695 units	37% (42,212/112,695)	42%	5.20%
SM 3: Percent of disposable housing units disposed		15%					3.33%
a) Percent of old inventory disposed	Old units awarded / Old Inventory (as of 4 th quarter of 2015)	5%	Actual/Target x Weight	47% (36,790/77,638)	14% (10,966/77,638)	30%	1.50%
b) Percent of new inventory disposed	New units awarded / New Inventory (starting January 2016)	10%	Actual/Target x Weight	81% (19,945/24,623)	15% (3,640/24,623)	18%	1.83%
SO 2: Strengthened Strategic Partnerships with Stakeholders							
SM 4: Number of beneficiary-families below poverty threshold provided access to livelihood trainings and other income-generating interventions	No. of Beneficiary-families in NHA-administered projects provided livelihood trainings and other livelihood and affordability enhancement interventions	5%	Actual/Target x Weight	33,268 beneficiary-families	27,863	84%	4.19%
SO 3: Improved Stakeholder Satisfaction							
SM 5: Customer Satisfaction	Number of stakeholders who gave Very Satisfactory rating (scale 4) / Total number of stakeholders surveyed	10%	Actual/Target x Weight	80% of stakeholders gave Very Satisfactory Rating			
Sub-Total		55%					13.72%
FINANCIAL							
SO 4: Efficient Budget Management							
SM 6: Budget Utilization Rate (BUR)	Amount obligated / Total Releases from July of previous year to June of current year	5%	Actual/Target x Weight	97% (P33.578B/P34.499B)	92% (P8.018B/8.742B)	95%	4.73%
SO 5: Efficient Asset Management							
SM 7: Collection Efficiency of Residential Lots	Total Actual Collection for Residential Lots / Total Amount Due	10%	Actual/Target x Weight	40% (P0.871B / P2.177B)	24% (P0.532B/P2.177B)	61%	6.11%
Sub-Total		15%					10.84%

Measure			Rating Scale	2017 Target	Accomplishment	% to Target	Rating
Description	Formula	Revised Weights					
INTERNAL PROCESSES							
SO 6: Efficient and Effective Processes							
SM 8: Review of Selected Processes Involved in Planning and Implementation of Housing Programs	Updated/Revised Land Development Manual	5%	All or Nothing	Memorandum Circular on Updated/Revised Land Development Manual			
SO 7: Established Quality Management System							
SM 9: ISO Certification	Milestone achieved	10%	<ul style="list-style-type: none"> • ISO 9001:2008 Certified = 5% • ISO 9001:2008 Certification and Readiness to ISO:2015 = 10% 	ISO 9001:2008 Certification and Certificate of Readiness to ISO 9001:2015	NHA has been ISO 9001:2008 Certified as of 07 June 2017		5.00%
Sub-Total		15%					5.00%
LEARNING AND GROWTH							
SO 8: Optimum Utilization of Information Technology							
SM 10: Enterprise and Communication Management System	Actual Accomplishment	5%	All or Nothing	<ul style="list-style-type: none"> • Scanning and indexing of the following documents completed: <ul style="list-style-type: none"> ○ 47,108 pages of Transfer Certificates of Title ○ 1,000,000 pages out of 2,940,000 pages of Beneficiary folders ○ 250,000 out of 500,000 pages of NHA Employees' 201 files 			
SM 11: Document Tracking System (DTS)	Actual Accomplishment	5%	All or Nothing	Document Tracking System for Infrastructure Projects Billing completed and implemented	Fully implemented in April 2017		5.00%

Measure			Rating Scale	2017 Target	Accomplishment	% to Target	Rating
Description	Formula	Revised Weights					
SO 9: Established Competency-Based Framework							
SM 12: Human Resource (HR) Competency-Based Framework	Actual Accomplishment	5%	All or Nothing	Establish Competency Baseline ¹ for all employees under executive/managerial level ²			
Sub-Total		15%					5.00%
Grand Total		100%					34.55%

¹ Refers to the implementation of assessment tools/processes designed to evaluate whether an incumbent or candidate to a position possesses (1) the competencies required by the position, (2) the actual competency levels of the incumbent or candidate, and (3) the gaps between the actual competencies and competency levels of the incumbent or candidate, and the required competencies and competency levels of the position.

² Shall refer to senior manager and middle manager level as defined under Section 4.1 of GCG Memorandum Circular No. 2017-01.

Note: Based on GCG - approved Scorecard