

NATIONAL HOUSING AUTHORITY
2019 Performance Scorecard
Accomplishment as of 30 June 2019
(Based on GCG modified Scorecard)

Component				2019 Target	Accomplishment	Rating
Measure			Rating System			
Description	Formula	Weight				
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: Percent of housing units started	Total number of housing units started through NTP / Total number of housing starts for the year per Board-approved Work Program	12.50%	Actual/Target x Weight 0% = If 80% and below	100% of total housing starts per 2019 Board-Approved Work Program	18% (11,888 / 64,738)	
SM 2: Percent of units completed within the project duration	Total number of fully completed units in 2019 / Total number of completions target per Board-approved Work Program	12.50%	Actual/Target x Weight 0% = If 80% and below	90% of total completions target per 2019 Board-Approved Work Program	24% (27,912 / 117,316)	
SM 3: Number of community facilities completed in existing resettlement sites (18 Live Cases)	Actual number of community facilities completed in existing relocation sites	5%	Actual/Target x Weight	22 community facilities completed	32% (7/22)	1.59%
SM 4: Percent of housing units disposed	Total Number of units awarded or disposed / Total number of Inventory for disposition	15%	Actual/Target x Weight	100%	41% (14,913/36,096)	6.20%

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SM 5: Percent of housing units occupied	Number of occupied units / Number of units ready for occupancy as of 1 st quarter of 2019	10%	Actual/Target x Weight	80%	92% (568,131/614,764)	10.00%
SO 2: Strengthen Strategic Partnerships with Stakeholders						
SM 6: Number of beneficiary-families below poverty threshold provided access to livelihood trainings & other income-generating interventions	Actual number of beneficiary families in NHA-administered projects provided livelihood trainings and other income generating interventions	5%	Actual/Target x Weight	36,750	16,204	2.20%
SO 3: Improve Stakeholder Satisfaction						
SM 7: Percentage of satisfied customers	Number of respondents who rated at least Satisfactory / Total number of survey respondents	5%	Actual/Target x Weight 0% if below 80%	90%		
Sub-Total		65%				19.99%

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FINANCIAL							
SO 4: Efficient Budget Management							
SM 8: Budget Utilization Rate	Total actual disbursements / Total DBM-approved Corporate Operating Budget (net of Personal Services Cost)	10%	90% to 100% = 10%; 80% to 89% = 5%; <80% = 0% More than 100% = 0%	90%	6% (P6.958B / P109.630B)		
SO 5: Efficient Asset Management							
SM 9: Collection Efficiency of Residential Lots	Total actual collection for residential lots / Total Amount Due	10%	Actual/Target x Weight 0% = If less than 37%	55%	19% (P0.530B / P2.748B)		
Sub-total		20%					0.00%

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INTERNAL PROCESSES							
SO 6: Established Quality Management System							
SM 10: ISO Certification	Actual accomplishment	5%	All or Nothing	ISO 9001:2015 Certification Maintained	Surveillance Audit for ISO 9001:2015 Certification Maintenance conducted on April 2 - 3, 2019.	ISO 9001:2015 Maintained	5.00%
Sub-total		5%					5.00%
LEARNING & GROWTH							
SO 7: Optimum Utilization of Information Technology							
SM 11: Implementation of the 2019-2021 ISSP for the Authority	Actual accomplishment	5%	All or Nothing	100% of ISSP Deliverables for 2019 Completed			

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SO 8: Established Competency-Based Framework							
SM 12: Percentage of Employees Meeting Required Competencies	Actual accomplishment	5%	All or Nothing	Board-Approved Competency-Based Framework/Model which shall include the following: 1. Competency Tables 2. Competency Matrix 3. Position Profiles 4. Competency-Based Job Description Conduct competency assessment based on approved framework to 100% of employees under Executive and Managerial levels			
Sub-total		10%					0.00%
Total		100%					24.99%