

**NATIONAL HOUSING AUTHORITY  
2018 PERFORMANCE SCORECARD  
Accomplishment as of 31 December 2018**

PES Form 4

Component			Rating System	2018 Target	Accomplishment	Rating
Strategic Objective (SO)/ Strategic Measure	Formula	Weights				
<b>STAKEHOLDERS/SOCIAL IMPACT</b>						
<b>SO 1: Scale-Up Provision of Safe and Affordable Housing Responsive to the Needs of Informal Settler Families (ISFs) and Low-Income Formal Sector</b>						
<b>SM 1:</b> Number of housing units started	Total number of housing units started through NTP	<b>12.50%</b>	(Actual/Target) x Weight	121,006 housing units	46% (55,540 / 121,006)	5.74%
<b>SM 2:</b> Percent of units completed within the project duration	Total number of fully completed units in 2018 / Total number of completions target	<b>12.50%</b>	(Actual/Target) x Weight	90% (82,229 out of 91,366)	35% (32,429 / 91,366)	4.93%
<b>SM 3:</b> Number of community facilities completed in existing relocation sites (18 Live Cases)	Actual number of community facilities completed in existing relocation sites	<b>5%</b>	(Actual/Target) x Weight	53 community facilities completed	6% (3/53)	0.28%
<b>SM 4:</b> Percent of housing units disposed		<b>15%</b>				<b>10.35%</b>
a) Percent of old inventory disposed	Number of old units awarded / Old Inventory (as of December 2016)	7.50%	(Actual/Target) x Weight	65% (44,608 / 68,265)	31% (21,373 / 68,265)	3.61%
b) Percent of new inventory disposed	Number of new units awarded / New Inventory (from January to December 2017)	7.50%	(Actual/Target) x Weight	100% (1,643 / 1,643)	90% (1,476 / 1,643)	6.74%
<b>SM 5:</b> Percent of housing units occupied	Number of occupied units in Major Programs / Number of units ready for occupancy as of 1st Quarter of 2018	10%	(Actual/Target) x Weight	75% (78,104 / 104,139)	59% (61,934 / 104,139)	7.93%

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<b>SO 2: Strengthened Strategic Partnerships with Stakeholders</b>						
<b>SM 6:</b> Number of beneficiary-families below poverty threshold provided access to livelihood trainings and other income-generating interventions	Actual number of beneficiary-families in NHA-administered projects provided livelihood trainings and other income-generating interventions	<b>5%</b>	(Actual/Target) x Weight  0%= If less than 47,000	55,200	47,556	4.31%
<b>SO 3: Improved Stakeholder Satisfaction</b>						
<b>SM 7:</b> Percentage of Satisfied Customers	Number of respondents who rated at least satisfactory / Total number of survey respondents	<b>5%</b>	(Actual/Target) x Weight  0% = If less than 80%	90%	74%	
<b>Sub-Total</b>		<b>65%</b>				<b>33.54%</b>
<b>FINANCIAL</b>						
<b>SO 4: Efficient Budget Management</b>						
<b>SM 8:</b> Budget Utilization Rate	Total actual disbursement / Total DBM-approved Corporate Operating Budget (net of Personal Services Cost)	<b>10%</b>	90% to 100% = 5%  80% to 89% = 2.5%  <80% = 0%  More than 100% = 0%	90%	17% (P15.595B / P93.543B)	

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<b>SO 5: Efficient Asset Management</b>						
<b>SM 9:</b> Collection Efficiency of Residential Lots	Total actual collection for residential lots / Total Amount Due	10%	(Actual/Target) x Weight  0% = If less than 37%	50% (P1.867B / P3.733B)	33% (P1.232B / P3.733B)	
<b>Sub-Total</b>		<b>20%</b>				<b>0.00%</b>
<b>INTERNAL PROCESSES</b>						
<b>SO 6: Establishment of Quality Management System</b>						
<b>SM 10:</b> Acquire ISO Certification	Actual Accomplishment	5%	All or Nothing	ISO 9001:2015 Certification	ISO 9001:2015 Official Certification with Certificate Registration No. 01 100 1734705 issued by TUV Rheinland on August 13, 2018	5.00%
<b>Sub-Total</b>		<b>5%</b>				<b>5.00%</b>
<b>LEARNING AND GROWTH</b>						
<b>SO 7: Optimum Utilization of Information Technology</b>						
<b>SM 11:</b> Implementation of ICT Projects	Actual Accomplishment	5%	All or Nothing	Approved ISSP for the period 2019-2021 as submitted to DICT	Approved ISSP for the period 2019-2021 submitted to DICT on 27 Dec 2018.	5.00%

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<b>SO 8: Established Competency-Based Framework</b>						
<b>SM 12: Percentage of Employees Meeting Required Competencies</b>	Actual Accomplishment	<b>5%</b>	All or Nothing	Board-Approved Competency Tables and Competency Matrix		
<b>Sub-Total</b>		<b>10%</b>				<b>5.00%</b>
<b>Grand Total</b>		<b>100%</b>				<b>43.54%</b>