

**NATIONAL HOUSING AUTHORITY**  
**2019 Performance Scorecard**  
**Accomplishment as of 31 December 2019**  
**(Based on GCG modified Scorecard)**

Component				Rating System	2019 Target	Accomplishment	Rating
Measure			Weight				
Description	Formula	Weight					
<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>							
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	43% (27,825 / 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	37% (42,946 / 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	141% (31/22)		5.00%
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%	92% (33,031/36,096)		13.73%

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SM 5: Percent of housing units occupied	Number of occupied units / Number of units ready for occupancy as of 1 <sup>st</sup> quarter of 2019	10%	Actual/Target x Weight	80%	95% (585,524/614,764)	10.00%
<b>SO 2: Strengthen Strategic Partnerships with Stakeholders</b>						
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	40,717	5.00%
<b>SO 3: Improve Stakeholder Satisfaction</b>						
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%	Survey not yet conducted.	
<b>Sub-Total</b>		<b>65%</b>				<b>33.73%</b>

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<b>FINANCIAL</b>						
<b>SO 4: Efficient Budget Management</b>						
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%	19% (P17.630B / P90.458B)	
<b>SO 5: Efficient Asset Management</b>						
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%	40% (P1.086B / P2.748B)	7.19%
<b>Sub-total</b>		<b>20%</b>				<b>7.19%</b>

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<b>INTERNAL PROCESSES</b>						
<b>SO 6: Established Quality Management System</b>						
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 Maintaned	5.00%
<b>Sub-total</b>		<b>5%</b>				<b>5.00%</b>
<b>LEARNING &amp; GROWTH</b>						
<b>SO 7: Optimum Utilization of Information Technology</b>						
SM 11: Implementation of the 2019-2021 ISSP for the Authority	Actual accomplishment	5%	All or Nothing	100% of ISSP Deliverables for 2019 Completed	Out of 7 ISSP Deliberables for 2019, 2 were completed:  - Website Content Management System : Certificate of Completion and User Acceptance signed by Process Owner on 25 June 2019.  - Project Management Information System – Project Monitoring System (Production Module): Certificate of Completion and User Acceptance signed by Process Owner on 15 November 2019.	

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<b>SO 8: Established Competency-Based Framework</b>						
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	Competency Tables and Competency Matrix completed and presented to the Board, December 13, 2019.	
<b>Sub-total</b>		<b>5%</b>				<b>0.00%</b>
<b>Total</b>		<b>100%</b>				<b>45.92%</b>