

Component			Rating System	2020 Target	Accomplishment	Rating
Measure		Weight				
Description	Formula					
<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> Percent of Housing Units Started	Total number of housing units started through Notice to Proceed (NTP) / Total Board-Approved Target Starts	10%	(Actual/Target) x Weight	100% of Total Board-Approved Target Starts	9% (4,561 / 51,543)	0.88%
<b>SM 2:</b> Percent of Housing Units Completed within the Project Duration	Total number of fully completed units in 2020 / Total number of completions target less number of units re-scheduled/deferred as a result of granted time extensions and/or termination of contracts	10%	(Actual/Target) x Weight	90% of Total Completions Target (89,559 / 99,510)	13% (9,120 / 68,095)	1.49%
<b>SM 3:</b> Number of Community Facilities Completed in Existing Resettlement Sites (18 Live Cases)	Actual number of community facilities completed in existing relocation sites / Total number of unaccomplished community facilities as of end of 2019	5%	(Actual/Target) x Weight	100% of the Remaining Community Facilities/Works Completed (10 Community Facilities Completed)	27% (3 / 11)	1.36%
<b>SM 4:</b> Percent of Housing Units Disposed	Total number of units awarded or disposed / Total number of Inventory for disposition as of December 2019	10%	(Actual/Target) x Weight	100%	20% (5,192 / 25,793)	2.01%
<b>SM 5:</b> Percent of Housing Units that Remain Unoccupied	Number of unoccupied units / Total number of houses built as of 31 December 2019	5%	(Actual/Target) x Weight	20% of Housing Units Built as of 31 December 2019 (148,578 / 742,891)	11%* (84,272/742,891) <i>* for validation with GCG</i>	2.84%
<b>SO 2: Strengthen Strategic Partnerships with Stakeholders</b>						
<b>SM 6:</b> 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	38,590	45% (8,759 / 19,295)	2.27%
<b>SO 3: Improve Stakeholder Satisfaction</b>						
<b>SM 7:</b> Percentage of Satisfied Customers	Number of respondents who rated at least satisfactory / Total number of survey respondents	5%	(Actual/Target) x Weight <i>0% = If less than 80%</i>	90%	0	0.00%
<b>Sub-total</b>		<b>50%</b>				<b>10.86%</b>

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<b>FINANCIAL</b>						
<b>SO 4: Efficient Budget Management</b>						
<b>SM 8:</b> Budget Utilization Rate	Actual Disbursements / Total Cash-Based Corporate Operating Budget for the Year (both net of Personal Services Cost)	10%	(Actual/Target) x Weight	90% (61.137B / 67.930B)	11% (P 6.522B / P59.836B)	1.21%
<b>SO 5: Efficient Asset Management</b>						
<b>SM 9:</b> Collection Efficiency of Residential Lots/Units	Total actual collection for residential lots / Total Amount Due	10%	(Actual/Target) x Weight	50% (P1.783B / P3.566B)	10% (P.353B / P3.566B)	1.98%
<b>Sub-total</b>		<b>20%</b>				<b>3.19%</b>
<b>INTERNAL PROCESSES</b>						
<b>SO 6: Established Quality Management System</b>						
<b>SM 10:</b> ISO Certification	Actual accomplishment	5%	All or Nothing	ISO 9001:2015 Recertification		0.00%
<b>SO 7: Optimum Utilization of Information and Communication Technology</b>						
<b>SM 11:</b> Implementation of the 2019-2021 ISSP for the Authority	Actual accomplishment	5%	Milestone Achieved	1. Board-approved 2019-2021 ISSP submitted to DICT		
		5%		2. Completed 100% of 2020 deliverables based on 2019-2021 ISSP		0.00%
		2%		Approval of select Sub-system not implemented in 2019 with corresponding weights: a. ICT Projects • Implementation of email solution • GIS		0.00%
		3%		b. Information Systems • Archives & Records Management System • Human Resource Information System • Biometric System • Attendance and Leave Monitoring • Personnel Information Monitoring System • Payroll System • Beneficiary Management Information System (BMIS)		0.00%

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				• Beneficiary Proming System (BPS)		
	<b>Sub-total</b>	<b>15%</b>				<b>0.00%</b>
<b>LEARNING AND GROWTH</b>						
<b>SO 8: Established Competency-Based Framework</b>						
<b>SM 12:</b> Improvement on the Competency Level of the Organization	Actual accomplishment	10%	All or Nothing	a. Management-Approved Competency-Based Position Profiles and Job Descriptions b. Establish Baseline on the Competency Level of Executive and Managerial Incumbents		0.00%
<b>SO 9: Improved Organization and Management</b>						
<b>SM 13:</b> Established Succession Plan	Actual accomplishment	5%	All or Nothing	Succession Plan approved by Management		0.00%
	<b>Sub-total</b>	<b>15%</b>				<b>0.00%</b>
	<b>Total</b>	<b>100%</b>				<b>14.04%</b>