

Component				Rating System	2020 Target	Accomplishment	Rating
Measure			Weight				
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 Notice to Proceed (NTP) / Total Board-Approved Target Starts	10%	(Actual/Target) x Weight	100% of Total Board-Approved Target Starts	90% (46,233 / 51,543)	8.97%	
SM 2: 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 (61,286 / 68,095)	39% (26,865 / 68,095)	4.38%	
SM 3: 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)	30% (3 / 10)	1.50%	
SM 4: 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%	47% (12,079 / 25,793)	4.68%	
SM 5: 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)	12% (87,517/742,891)	2.95%	
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	19,295	133% (25,724 / 19,295)	5.00%	
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 <i>0% = If less than 80%</i>	90% (450 / 500)	98% (491 / 500)	5.00%	
Sub-total		50%				32.48%	

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FINANCIAL								
SO 4: Efficient Budget Management								
SM 8: 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% (P53.852B / 59.836B)	33% (P19.559B / P59.836B)		3.63%	
SO 5: Efficient Asset Management								
SM 9: 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)	20% (P0.711B / P3.566B)		3.99%	
	Sub-total	20%					7.62%	
INTERNAL PROCESSES								
SO 6: Established Quality Management System								
SM 10: ISO Certification	Actual accomplishment	5%	All or Nothing	ISO 9001:2015 Recertification			0.00%	
SO 7: Optimum Utilization of Information and Communication Technology								
SM 11: Implementation of the 2019-2021 ISSP for the Authority	Actual accomplishment	5%	Milestone Achieved	1. Board-approved 2019-2021 ISSP submitted to DICT	Completed		5.00%	
		5%		2. Completed 100% of 2020 deliverables based on 2019-2021 ISSP			1.00%	
		2%		a. ICT Projects				
				• Implementation of email solution		Completed		0.50%
				• Geographical Information System (GIS)				
		3%		• Video Conferencing Solution		Completed		0.50%
• Network Rehabilitation and Data Center Migration								
3%		b. Information Systems						
		• Archives & Records Management System						
		• Human Resource Information System						
				• Biometric System				
				• Attendance and Leave Monitoring System				
				• Personnel Information Monitoring System				
				• Payroll System				

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				<ul style="list-style-type: none"> Beneficiary Management Information System BMIS) Beneficiary Profiling System (BPS) 		
	Sub-total	15%				6.00%
LEARNING AND GROWTH						
SO 8: Established Competency-Based Framework						
SM 12: 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	Completed	10.00%
SO 9: Improved Organization and Management						
SM 13: Established Succession Plan	Actual accomplishment	5%	All or Nothing	Succession Plan approved by Management	Completed	5.00%
	Sub-total	15%				15.00%
	Total	100%				61.10%